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TEKELEC

LINKSYS SPA-941 TELEPHONE USER GUIDE

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Your Linksys SPA-941 Telephone 1

Introduction

This guide describes how to use all of the features that are provided by the T6000 telephone system on your Linksys SPA-941 telephone.

Accessing Phone Features

Some features require you to dial an activating digit followed by a numeric code. The default value for this activating digit is **5** and it is used throughout this guide. However, your system administrator may choose to use another digit for this function. In that case, substitute your activating digit for the default. All feature operation will be exactly the same.

In This Manual

- Chapter 1 discusses the telephone hardware
- Chapter 2 contains an alphabetical summary of each telephone feature
- Chapter 3 contains an alphabetical summary of the T6000 telephone features
- Chapter 4 discusses voice mail features (default menu).
- Chapter 5 discusses voice mail features (Option A menu).
- Chapter 6 discusses voice mail features (Option B menu).
- Chapter 7 discusses setting up Outlook for TAPI.

Telephone Description

The Linksys IP phone is a full-featured telephone that provides voice communication over an IP network. The phone functions much like a traditional analog phone, allowing you to place and receive telephone calls. The phones also supports features such as call forwarding, redialing, speed dialing, transferring calls, conference calls, and accessing voice mail. The Linksys telephone has several key components, which are shown in the following figure.

Figure 1: Linksys SPA-941 Ip Telephone

Linksys SPA-941 Features Table

Features	Descriptions
Display	The LCD display shows call status, dialing and directory information as well as menu items.
Ringer Indicator	This indicator flashes red when there is an incoming call.
Four Softkeys	The functions of these softkeys will change depending on the current phone operation. These softkeys are used to access individual features or options visible on the display.
Four Line Buttons	A line button provides access to the extension/line appearance for incoming and outgoing calls. Pressing a line button will take the phone offhook if there is no active call on that line. If there is an active call, pressing this button will put the call on **Hold**. The button will flash red while the associated line is on hold.

Features	Descriptions
Scroll Key and “More” Key	The buttons allow the user to scroll up and down menu items on the display. Pressing the right side of the button provides “More” information/additional choices for the menu options shown on the display
Voice Mail	Acts as a speed dial to the user’s voice mail.
Hold	Places the call on Hold. The Line button for the call that is on hold will be flashing red while the call is on hold. To resume the held call, press the blinking Line button.
Settings	Allows user to access menu options for viewing and modifying the phone configuration.
Mute	Mutes the active audio input/microphone so that the called party cannot hear local audio. The Mute button will light red when the call is muted.
Volume	Allows the user to adjust the ringer, handset, headset and speaker volume.
Headset	This button toggles the headset function on and off and takes the phone offhook or hangs up the phone. The button turns green when the headset is being used.
Speakerphone	Turns on and off the speakerphone and takes the phone offhook or hangs up the phone. The button turns green when the speakerphone is being used.
Numeric Keypad	Press the keypad buttons to dial a phone number.

Moving Your Telephone

Before moving your telephone, you should check with your system administrator to make sure that there is power for the telephone at the new location. You need a power adapter for your phone at the new location as well.

To move your phone, follow these steps:

1. Unplug the telephone from the LAN connection jack and the power adapter from the wall.
2. Take the telephone to the new location.
3. Plug the telephone into the LAN connection jack and the power adapter into a wall outlet.
4. Watch to ensure that the phone registers and boots up properly. If it does not, contact your system administrator.

Basic Phone Features

2

Adjusting the Volume

1. Activate the handset, headset, or speakerphone.
2. Press the **Volume** key once. A horizontal scale displays on the phone to indicate the volume level.
3. Press the **Scroll** key (up or down) to adjust the volume as desired. The setting is automatically saved.

Adjusting the Ringer Volume

1. While the phone is ringing, press the **Volume** key once. A horizontal scale displays on the phone to indicate the volume level.
2. Press the **Scroll** key (up or down) to adjust the volume as desired. The setting is automatically saved.

Answering a Call

When you hear your phone ring, answer in any of the following ways:

- Lift the handset.
- Press the line key that is blinking to activate the speakerphone.
- Press the **Speaker** ( ) key to turn on the speakerphone.
- Press the **Headset** ( ) key to use the headset.

Answering a Second Call (Call Waiting)

When a second call comes in while you are already on a call, you will hear a tone every few seconds indicating there is a call waiting. To answer the second call, press the blinking line key to pick up the waiting call.

The first call will be placed on hold automatically. When you disconnect the second call, the line key for the call on hold will be blinking red.

Press the blinking line key to resume the call.

Hanging Up

To hang-up the phone, use one of these options:

- Replace the handset in its cradle.
- Press the line key and replace the handset.
- Press the **Headset** ( ) key (if using a headset).
- Press the **Speaker** ( ) key (if using the speakerphone).

Line Indicators

The numbers assigned to each of the line keys on the Linksys phone appear on the LCD display. Each line key has a light indicator that indicates the state of the call on the line:

- **Solid green** – the line is free with no active calls.
- **Solid red** – there is an active call on the line.
- **Blinking red** – a call is incoming or there is a call on hold. Press the blinking line key to pick up the call.

Making an External Call

Several options exist for you to make an external call from your telephone. You may use any of the following options: the handset (traditional), a headset attached to the phone, the speakerphone, or the keypad (direct dialing).

1. Optionally lift the handset, press the **Speaker** ( ) key, or if using a headset, press the **Headset** ( ) key.
2. Enter the desired number that you wish to call. Press **9** (or the digit that is required to access an outside line) plus the desired number.

NOTE: If you make a mistake in typing the number, you can press the **delChr** softkey to re-enter the digits.

3. Press the **dial** softkey.

Making an Internal Call

1. Optionally lift the handset, press the **Speaker** ( ) key, or if using a headset, press the **Headset** ( ) key.
2. Enter the desired extension (e.g., 1105).
3. Press the **dial** softkey.

Managing Missed Calls

The Linksys phone will display the number of missed calls. You can view the caller ID and return the call, if desired.

Using the Main Display softkeys

When you have missed calls, the softkeys on the main display will show "**lcr**" (last call redial) on the left, and "**miss**" on the right.

- If you press the **lcr** softkey, the phone will redial the first missed call.
- If you press the **miss** softkey, you can view the missed calls, and choose which one to redial.

Viewing the Missed Calls List

If you press the **miss** softkey to view the missed calls, and then press **cancel** to exit the Missed Calls display, the display will be cleared of the missed calls. To view the missed calls after clearing the display, use the following procedure.

1. Press the the **Settings** ( ) key.
2. Press **3** or use the scroll key to highlight the **Call History** entry in the list.
3. Press the **select** softkey.
4. Use the scroll key to highlight the **Missed Calls** entry in the list.
5. Press the **select** softkey.

Missed Calls Display Softkeys

The Missed Calls display lists the Caller ID of the call, the phone number of the caller, and the date and time of the call. The following keys can be used on the Missed Calls display:

- **Scroll key** - allows selection of a missed call from the list
- **dial** - allows you to dial the phone number of the selected call
- **edit** - allows you to edit the number shown for the selected call
- **delete** - allows deletion of the selected call from the list
- **cancel** - exits the Missed Calls display
- **More** - (central round navigation key) displays the following softkeys:
  - **save** - allows you to save the call information in the phone's directory. (See "Directory Services" on page 9)

Preferences

There are many Preference settings that can be configured on your Linksys SPA-941 phone. The possible configuration items are:

- Block Caller ID
- Block Anonymous Call
- Do Not Disturb (unsupported)
- Secure Call
- Dial Assistance
- Preferred Audio Device
- Auto Answer Page
- Send Audio to Speaker
- Time Format
- Date Format

To configure your phone preferences:

1. Press the **Settings** ( ) key and press **5** or use the scroll down key to select **Preferences** from the list.
2. Press the **select** softkey.
3. Use the scroll down key to highlight the desired configuration item from the list.
4. If the item is configurable, you will see the **edit** softkey appear on the right. Press the **edit** softkey to change the configuration item.
5. Press the **save** softkey to save your changes, or press the **More** key to display the **cancel** softkey if you want to exit without saving.

Redialing Calls from Call History

The Linksys phone keeps a history of all calls you make, receive or have missed, including the caller ID, time, and date of the call. You can redial a party from the Call History lists.

1. Access the call history using one of the following methods:
   - Press the **redial** softkey or
   - Press the **Settings** ( ) key and select the **Call History** entry from the list.
2. Use the scroll key to select the desired call that you would like to redial.
3. Either lift the handset, or press the **dial** softkey, or the **speaker** or **headset** key to dial the selected entry or press **cancel** to exit the Call History.

Selecting a Ringer Sound

To change the sound of your telephone's ringer ("personalized ringing"), follow these steps:

1. Press the **Settings** (📄) key. On the phone display, a list of four options appear.
2. Use the scroll down arrow key to highlight option number **4**, **Ring Tone** (or press **4** on your number pad).
3. Press the **select** softkey below the phone display. On the phone display, a list of extensions appears. *Ext 1:THx* represents Line 1 on the phone. *Ext 2: THx* represents line 2, etc.
4. Use the up and down scroll key to highlight the extension (line) that is to be changed, (or press the corresponding number on the number pad).
5. Press the **change** (left) softkey below the phone display. A list of available ring tones is displayed.
   a. Use the up and down scroll key to highlight the desired ring tone.
   b. Press the **play** softkey to hear the ring tone.
   c. Press the **select** softkey to select that ring tone.
   d. If you wish to exit the operation, press the **cancel** softkey.
6. If you selected a new ring tone, then the display will show the line with the new ring tone listed.
7. After you have made all the desired changes, press the **cancel** softkey twice to revert to the main display.

Directory Services

The Linksys SPA-941 allows you to create a directory of commonly used phone numbers. You can manually add entries, or save incoming call information in the directory. This section describes how to set up and use the directory.

Accessing the Directory

You can view the currently stored directory by doing one of the following:

- pressing the **dir** softkey, when it is displayed, or
- by pressing the **Settings** (📄) key and highlighting the **Directory** entry and pressing the **select** softkey.

While in the directory, you can add entries by pressing the **add** softkey, or use the scroll key to highlight an entry to dial by pressing the **dial** softkey.

Adding Entries to the Directory

You can manually add entries to the directory or save incoming call information in the directory.

To manually add a directory entry:

1. Access the directory:
   - With the handset on-hook, press the **dir** softkey or
   - press the **Settings** (📄) key and highlight the **Directory** entry and press the **select** softkey.
2. Press the **add** softkey.
3. Use the number pad to enter the following:
   - **Name** (use 0 for a space)
   - **Number** - use the scroll down key to select the field
   - **Ring** type, if desired - press the option softkey to change the ring
4. Click the **save** softkey to save the entry.
5. Press the **cancel** softkey twice to exit the Directory menu.

To add a received call to the directory:

1. Press the **Settings** (📄) key and highlight the **Call History** entry and press the **select** softkey.
2. Use the scroll key to highlight one of the lists from which you want to add a call to the directory:
   - Redial List
   - Answered Calls
   - Missed Calls
3. Press the **select** softkey.
4. Press the **More** key once to where you can press the **save** softkey.

   The information is saved in the phone's Directory.

Dialing from the Directory

You can dial any of the phone numbers you have stored in the phone's Directory.

1. Press the **Settings** (📄) key and highlight the **Call History** entry and press the **select** softkey.
2. Use the scroll key to highlight one of the lists:
   - Redial List

- Answered Calls
- Missed Calls

3. Use the scroll key to select the desired call that you would like to dial.
4. Either lift the handset, or press the **dial** softkey, or the **Speaker** or **Headset** key to dial the selected entry or press **cancel** to exit the Call History.

Using the Speakerphone

Your telephone contains a speakerphone that lets you converse “hands free” without having to use the handset. A speakerphone also allows others in the room to listen and participate in a telephone conversation.

When your phone rings, to use speakerphone, do one of the following:

- Press the **Speaker** (🔊) key.
- Press the red blinking line key.

To activate or deactivate the speakerphone anytime during a call, press the **Speaker** (🔊) key on your phone and lift the handset to continue the conversation.

When the speaker is active, the handset becomes inactive, and vice versa.

Speakerphone Troubleshooting

Problem	Solution
You can’t hear callers on the speaker.	Increase the speaker volume by pressing the **Volume** key once. Press the **Scroll** key to adjust the volume as desired.
Callers can’t hear you when you use the speakerphone.	Make sure nothing is blocking the microphone, which is located on the left side of the telephone under the handset cradle. Move closer to the microphone and face the microphone when speaking.
The caller’s voice echoes.	Decrease the speaker volume by pressing the **Volume** key once. Press the **Scroll** key to adjust the volume as desired.

System Telephone Features

3

This chapter contains an alphabetical summary of all features that may be provided on your telephone. You will only be able to use those features that have been configured on to your telephone by the system administrator.

NOTE: The features on your phone are set by the service provider. It is possible that some system features are not provided for your phone. If you do not have a feature listed in this chapter and would like to have it on your phone, contact your service provider for help.

Feature Activation Digit

Some features require you to dial an activating digit followed by a numeric code (example: 588). The default value for this activating digit is **5** and it is used throughout this document. However, your system administrator may choose to use another digit for this function. In that case, substitute your activating digit for the default. Operation of all features will be exactly the same.

NOTE: The feature codes (“star codes”) listed in these procedures are the default values for your phone system at the time of installation. They may be changed by your service provider. Any list of feature codes given to you by your service provider should be used in place of the codes listed here.

Abbreviated Dial

This feature lets a you create, modify, delete, verify and use a personal list of up to 100 Abbreviated Dial codes. Abbreviated Dial codes must be entered as two digits when programming and dialing (Example: enter 04 instead of 4).

Creating an Abbreviated Dial Code

1. Press **75***.
2. Press the **dial** soft key or pickup the handset.

   A voice prompt will lead you through the remaining steps.
3. Press **1** to program (set) the Abbreviated Dial code.
4. Press the digits (00-99) you wish to use as the Abbreviated Dial code or enter * to exit.

5. Dial the phone number you want to assign to this Abbreviated Dial code, followed by **#**.

   The phone number you entered for this Abbreviated Dial number is repeated back.

NOTE: Be sure to enter all the numbers normally required to dial the call. This includes the area code for long distance calls and may include the area code for local calls in some areas.

6. Press **#** to save or ***** to exit without saving.
7. Program or verify another Abbreviated Dial code or hang up to exit.

Using an Abbreviated Dial Code

1. Press ***3** then the desired Abbreviated Dial code (00-99).
2. Press the **dial** soft key or pickup the handset.
3. Wait for the called party to answer.

Modifying an Abbreviated Dial Code

1. Press **75***.
2. Press the **dial** soft key or pickup the handset.

   A voice prompt will lead you through the remaining steps.
3. Press **1** to program (set) the Abbreviated Dial code (00-99).
4. Press the digits of the Abbreviated Dial code to modify followed by **#** or press * to exit.
5. Dial the phone number you want to assign to this Abbreviated Dial code followed by the **#** sign, or press * to cancel.

   The phone number you entered for this Abbreviated Dial number is repeated back.

NOTE: Be sure to enter all the numbers normally required to dial the call. This includes the area code for long distance calls and may include the area code for local calls in some areas.

6. Press **#** to save the changes or ***** to exit without saving.
7. Program or verify another Abbreviated Dial code or hang up to exit.

Deleting an Abbreviated Dial Code

1. Press **75***.

2. Press the **dial** soft key or pickup the handset.

   A voice prompt will lead you through the remaining steps.

3. Press **1** to program (set) the Abbreviated Dial code (00-99).
4. Press the digits of the Abbreviated Dial code to delete followed by the **#** sign.

   A confirmation message tells you: "No number was entered."

5. Program or verify another Abbreviated Dial code or hang up to exit.

Verifying an Abbreviated Dial Number

1. Press **75***.
2. Press the **dial** soft key or pickup the handset.
3. Press **2** to verify (check) an Abbreviated Dial code (00-99).
4. Press the Abbreviated Dial code you wish to verify.

   The phone number you entered for this Abbreviated Dial number is repeated back.

5. Program or verify another Abbreviated Dial code or hang up to exit.

Anonymous Call Rejection

When enabled, this feature rejects calls from callers who block the display of their caller ID information.

Enabling Anonymous Call Rejection

1. Press ***77** on the telephone keypad.
2. Press the **dial** soft key or pickup the handset.
3. Hang up.

On any subsequent incoming call that provides no caller ID, the calling party gets a message that the party they are calling does not accept anonymous calls.

Disabling Anonymous Call Rejection

1. Press ***87** on the telephone keypad.
2. Press the **dial** soft key or pickup the handset.
3. Hang up.

Authorization Code Calling

This feature is available system-wide to allow/deny long distance and other types of dialing and does not appear as a button on your telephone.

If you are required to enter an authorization code for a call, follow these steps:

1. Access an outside line.
2. Press the **#** sign.
3. Enter the authorization code (obtained from your system administrator). When the correct code is entered, you hear dial tone.
4. Enter the desired number you want to call.

Blind Transfer

Use this feature to transfer a call to another number without having to announce it. See also “Transfer” on page 62.

1. Tell the calling party that you will transfer the call.
2. Press the **xfer** soft key.
3. Dial the number to which you want to transfer the call.
4. Press the **dial** soft key.
5. Before the called party answers, do one of the following:
   - Press **xfer** to complete the transfer of the call.
   - To cancel the transfer, hang up the handset or press the **speaker** button. Press the blinking red line button to return to the holding party.
6. If the called party does not answer, do the following:
   - Hang up the handset or press the **speaker** button to cancel the transfer.
   - Press the blinking red line button to return to the holding party.

Billing Codes

This feature lets you assign a project or client code (up to 30 characters) to any call. The code entered is recorded in the Call Data Record (CDR) file for the call. Contact your system administrator to retrieve the billing records from the CDR file.

While in an active call, follow these steps:

1. Notify the other party that you need to put them on hold for a moment. Press the **Transfer** button.
2. Enter ***02**.
3. Enter the desired billing code followed by the pound sign (#). You will hear a fast-busy signal.
4. Press the blinking line button to resume the call.

Call Block (Selective Call Rejection)

Call Block (also known as Selective Call Rejection) allows you to program your phone to reject calls from a list of telephone numbers. All calls from phones on the list receive a message which says you are not accepting calls.

To use this feature (***60**), you create a list of telephone numbers (internal or external) that receive the message when a call with that caller ID appears at your telephone.

Call Block is managed through a menu of commands activated by pressing digits on the keypad. The menu commands are:

- 1 - Enable/disable feature
- 2 - Add last caller to blocked list
- 3 - Add numbers to blocked list
- 4 - List numbers to blocked list
- 5 - Delete numbers from blocked list

The display on your telephone will show the options for each menu level. For example, if you press 5 to delete a number, the display will show: “1=Num, 2=List, 3=Del All, *=Main Menu”.

Enabling/Disabling Call Block

The T6000 system allows you to turn the Call Block feature on and off (i.e., decide when calls from your list will be forwarded and when they will ring at your telephone as usual). Disabling (turning off) the feature does not delete the list of callers who are blocked and receive the message.

1. Press ***60** or ***80** on the telephone keypad.
2. Press the **dial** soft key or pickup the handset.

   A voice prompt tells you whether Call Block is enabled or disabled and then gives the menu choices.
3. Press **1** to enable Call Block if it is disabled or to disable the feature if it is enabled.

Blocking Number of Last Call Received

1. Press ***60** or ***80** on the telephone keypad.
2. Press the **dial** soft key or pickup the handset.

   A voice prompt tells you whether Call Block is enabled or disabled and then gives the menu choices.
3. Press **2** to add the number of the last call you received to the blocked list.

You are returned to the Selective Call Forward menu.

4. Select a menu item or hang up.

NOTE: Adding a number this way does not affect any numbers already on your list, but simply adds the most recent caller to your blocked list.

Adding Numbers to Call Block List

1. Press ***60** or ***80** on the telephone keypad.
2. Press the **dial** soft key or pickup the handset.

   A voice prompt tells you whether Call Block is enabled or disabled and then gives the menu choices.
3. Press **3** to add telephone numbers to the list of numbers that will be blocked.
4. Enter the number with no spaces, dashes or special characters followed by the **#** key.
5. Press **#** to save the entry or *** to exit without saving**.
6. Select a menu item or hang up.

Listing Blocked Numbers

1. Press ***60** or ***80** on the telephone keypad.
2. Press the **dial** soft key or pickup the handset.

   A voice prompt tells you whether Call Block is enabled or disabled and then gives the menu choices.
3. Press **4** to hear the list of numbers which will be blocked.

   The voice prompt announces the list and the first number.
4. Press **#** to hear the next number or press ***** to return to the Call Block menu.

   *As long as you press **#** for the next number, the system will scroll through the list of member numbers, starting over with the first number after the last number is spoken.*
5. Repeat the previous two steps until you have heard as many of the numbers as you want.
6. Press ***** to return to the Call Block menu when you are finished listening to member numbers.

Deleting Numbers from Call Block

1. Press ***60** or ***80** on the telephone keypad.
2. Press the **dial** soft key or pickup the handset.

A voice prompt tells you whether Call Block is enabled or disabled and then gives the menu choices.

3. Press **5** to delete telephone numbers from the list of numbers which will be blocked.
4. The voice prompt provides options for deleting members including:
   - Press **1** if you know the number to delete; (see Step 4)
   - Press **2** for a list of numbers; (see Step 8)
   - Press **3** to delete all numbers; (see Step 14)
   - Press ***** to return to the Call Block menu.
5. Press **1** to remove a specific number.
6. Enter the number to delete with no spaces, dashes or special characters followed by the # key.

   The voice prompt repeats the number you just entered.
7. Press **#** to save the entry (delete it from your list) or press ***** to cancel the entry.
8. Select a menu item or hang up.
9. Press **2** to hear the list of numbers and have the option to delete them as you go through the list.

   The voice prompt announces the list and the first number.
10. Press **#** until you find the number you wish to delete.
11. Press **1** to delete the number, **#** to hear the next number or ***** to return to the Call Block menu.

    The number is deleted immediately and the next number in the list is announced.
12. You can press **1** to delete it, **#** to hear the next number or ***** to return to the Call Block menu.
13. Repeat the previous three steps until you have found and deleted as many of the numbers as you want.
14. Press ***** to return to the Call Block menu or hang up
15. Press **3** to immediately delete all member numbers.

    The voice prompt announces that all phone numbers have been removed from the list and you are returned to the Call Block menu.
16. Select a menu item or hang up.

Call Forward (All Calls)

Call Forward (All Calls) allows you to forward all calls for your phone to the number you enter. Calls will not ring at your phone and will be sent to the number you entered as the forward destination. If your telephone has a display, it will show that your telephone is forwarded. You can forward calls to an IP or non-IP phone.

If your phone does not have an indicator showing that the phone is forwarded, then it will emit one short ring or “ping ring” when a call comes in to the phone. The “ping ring” is provided to remind you that your phone is forwarded to another number.

NOTE: If an incoming call is marked “Urgent”, then the call will not be forwarded.

Calls forwarded to an external number (7 or more digits) that are unanswered will roll over to voice mail (if available) at that number. Calls forwarded to an internal number (4-digit to 6-digit extension) that are unanswered will roll over to voice mail (if available) for the called party (not the forwarding destination).

External forwarding must be supported by your system for external numbers to be accepted. Be sure to include the access code for an outside line and the area code, if necessary, with the external number. Up to 20 digits may be entered.

Enabling Call Forward (All)

NOTE: The display will show the available options as the prompts are played. Depending on available space on the display, the final entry (usually * for re-enter or exit) may not appear completely.

1. Press **72*** on the telephone keypad and press the **dial** soft key.
   - If you do not have a previously configured forward number, you will be instructed to enter a forwarding number and press #.
   - If you previously configured a forwarding number, you will be instructed to do one of the following:
     - Press **1** to enable forwarding. Go to step 8.
     - Press **2** to change the current forwarding number. Go to step 2.
2. Enter the number to which you want to forward all your calls. Be sure to enter the number exactly as you would if you were to call that number. Include the area code, if necessary.
3. Press **#**.
4. A prompt asks you to confirm the forwarding number:
   - Press **#** to confirm
   - Press * to re-enter the forwarding number

If you entered an external number, but are not allowed to forward calls to external numbers, a prompt states the number is invalid and requests you enter a number.

5. If you pressed *, return to step 2 or hang up.
6. If you pressed #, you are offered the option to verify the forwarding number.
   - Press **1** to verify the number you entered.
   - Press **2** to enable the number. Go to step 8.
7. If you pressed 1, the forwarding number is dialed.
   - **Call is answered by a person:** Explain your call, have them hang up, and then press # to enable the forwarding number or * to exit without enabling forwarding.
   - **Call is not answered:** Press # to end the verification attempt. A prompt explains the call is not connected and asks you to press # to enable the forwarding number or * to exit without enabling forwarding.
   - **Answering machine or voice mail answers:** Press # to escape. A prompt explains the call is not connected and asks you to press # to enable the forwarding number or * to exit without enabling forwarding.
8. Forwarding for all calls is enabled.

Disabling Call Forward (All)

1. Press **73*** on the telephone keypad.
2. Press the **dial** soft key.
3. Call forwarding (all) is disabled and the phone hangs up.

Call Forward (Busy)

Call Forward (Busy) allows you to forward calls arriving at your phone while it is busy to be forwarded to the number you enter. Calls will not ring at your phone and will be sent to the number entered as the forward destination.

Calls forwarded to an external number (7 or more digits) that are unanswered will roll over to voice mail (if available) at that number. Calls forwarded to an internal number (4- to 6-digit extension) that are unanswered will roll over to voice mail (if available) for the called party (not the forwarding destination).

External forwarding must be supported by your system for external numbers to be accepted. Be sure to include the access code for an outside line and the area code, if necessary, with the external number. Up to 20 digits may be entered.

NOTE: If an incoming call is marked “Urgent”, then the call will not be forwarded.

Enabling Call Forward (Busy)

NOTE: The display will show the available options as the prompts are played. Depending on available space on the display, the final entry (usually * for re-enter or exit) may not appear completely.

1. Press **76*** on the telephone keypad and press the **dial** soft key.
   - If you do not have a previously configured forward number, you will be instructed to enter a forwarding number and press #.
   - If you previously configured a forwarding number, you will be instructed to do one of the following:
     - Press **1** to enable forwarding. Go to step 8.
     - Press **2** to change the current forwarding number. Go to step 2.
2. Enter the number to which you want to forward your calls when the line is busy. Be sure to enter the number exactly as you would if you were to call that number. Include the area code, if necessary.
3. Press **#**.
4. A prompt asks you to confirm the forwarding number:
   - Press **#** to confirm
   - Press * to re-enter the forwarding number

   If you entered an external number, but are not allowed to forward calls to external numbers, a prompt states the number is invalid and requests you enter a number.
5. If you pressed *, return to step 2 or hang up.
6. If you pressed #, you are offered the option to verify the forwarding number.
   - Press **1** to verify the number you entered.
   - Press **2** to enable the number. Go to step 8.
7. If you pressed 1, the forwarding number is dialed.
   - **Call is answered by a person:** Explain your call, have them hang up, and then press # to enable the forwarding number or * to exit without enabling forwarding.
   - **Call is not answered:** Prompt explains call not connected and asks you to press # to enable the forwarding number or * to exit without enabling forwarding.
   - **Answering machine or voice mail answers:** Press # to escape, and then press # to enable the forwarding number or * to exit without enabling forwarding.
8. Forwarding for all calls is enabled.

Disabling Call Forward (Busy)

1. Press **77*** on the telephone keypad.
2. Press the **dial** soft key.
3. Call forwarding (all) is disabled and the phone hangs up.

Call Forward (No Answer)

Call Forward (No Answer) allows you to forward calls that are unanswered at your phone (when the phone is not being used) to the number you enter.

NOTE: If you are on a call and another call comes to your phone, the phone is considered busy. If the second call is not answered, it will follow the Call Forward - Busy treatment.

Calls forwarded to an external number (7 or more digits) that are unanswered will roll over to voice mail (if available) at that number. Calls forwarded to an internal number (less than 7-digit extension) that are unanswered will roll over to voice mail (if available) for the called party or the forwarding destination, depending on the system configuration.

External forwarding must be supported by your system for external numbers to be accepted. Be sure to include the access code for an outside line and the area code, if necessary, with the external number. Up to 20 digits may be entered.

Enabling Call Forward (No Answer)

NOTE: The display will show the available options as the prompts are played. Depending on available space on the display, the final entry (usually * for re-enter or exit) may not appear completely.

1. Press **78*** on the telephone keypad and press the **dial** soft key.
   - If you do not have a previously configured forward number, you will be instructed to enter a forwarding number and press #.
   - If you previously configured a forwarding number, you will be instructed to do one of the following:
     - Press **1** to enable forwarding. Go to step 8.
     - Press **2** to change the current forwarding number. Go to step 2.
2. Enter the number to which you want to forward your calls when the phone is unanswered. Be sure to enter the number exactly as you would if you were to call that number. Include the area code, if necessary.
3. Press **#**.

4. A prompt asks you to confirm the forwarding number:
   - Press **#** to confirm
   - Press * to re-enter the forwarding number

NOTE: If you entered an external number, but are not allowed to forward calls to external numbers, a prompt states the number is invalid and requests you enter a number.

5. If you pressed *, return to step 2 or hang up.
6. If you pressed #, you are offered the option to verify the forwarding number.
   - Press **1** to verify the number you entered.
   - Press **2** to enable the number. Go to step 8.
7. If you pressed 1, the forwarding number is dialed.
   - **Call is answered by a person:** Explain your call, have them hang up, and then press # to enable the forwarding number or * to exit without enabling forwarding.
   - **Call is not answered:** Prompt explains call not connected and asks you to press # to enable the forwarding number or * to exit without enabling forwarding.
   - **Answering machine or voice mail answers:** Press # to escape, and then press # to enable the forwarding number or * to exit without enabling forwarding.
8. Forwarding for all calls is enabled.

Disabling Call Forward (No Answer)

1. Press **79*** on the telephone keypad.
2. Press the **dial** soft key.
3. Call forwarding (all) is disabled and the phone hangs up.

Call Forward (Out of Service)

Call Forward (Out of Service) allows you to forward for your phone when it is out of service to the number you enter. Calls will not ring at your phone and will be sent to the number you entered as the forward destination. You can forward calls to an IP or non-IP phone.

Calls forwarded to an external number (7 or more digits) that are unanswered will roll over to voice mail (if available) at that number. Calls forwarded to an internal number (4-digit to 6-digit extension) that are unanswered will roll over to voice mail (if available) for the called party (not the forwarding destination).

External forwarding must be supported by your system for external numbers to be accepted. Be sure to include the access code for an outside line and the area code, if necessary, with the external number. Up to 20 digits may be entered.

Enabling Call Forward (Out of Service)

NOTE: The display will show the available options as the prompts are played. Depending on available space on the display, the final entry (usually * for re-enter or exit) may not appear completely.

1. Press **70*** on the telephone keypad and press the **dial** soft key.
   - If you do not have a previously configured forward number, you will be instructed to enter a forwarding number and press #.
   - If you previously configured a forwarding number, you will be instructed to do one of the following:
     - Press **1** to enable forwarding. Go to step 8.
     - Press **2** to change the current forwarding number. Go to step 2.
2. Enter the number to which you want to forward your calls when your phone is out of service. Be sure to enter the number exactly as you would if you were to call that number. Include the area code, if necessary.
3. Press **#**.
4. A prompt asks you to confirm the forwarding number:
   - Press **#** to confirm
   - Press * to re-enter the forwarding number

   If you entered an external number, but are not allowed to forward calls to external numbers, a prompt states the number is invalid and requests you enter a number.
5. If you pressed *, return to step 2 or hang up.
6. If you pressed #, you are offered the option to verify the forwarding number.
   - Press **1** to verify the number you entered.
   - Press **2** to enable the number. Go to step 8.
7. If you pressed 1, the forwarding number is dialed.
   - **Call is answered by a person:** Explain your call, have them hang up, and then press # to enable the forwarding number or * to exit without enabling forwarding.
   - **Call is not answered:** Prompt explains call not connected and asks you to press # to enable the forwarding number or * to exit without enabling forwarding.

- **Answering machine or voice mail answers:** Press # to escape, and then press # to enable the forwarding number or * to exit without enabling forwarding.

8. Forwarding for all calls is enabled.

Disabling Call Forward (Out of Service)

1. Press **71*** on the telephone keypad.
2. Press the **dial** soft key.
3. Call forwarding (all) is disabled and the phone hangs up.

Call Pickup

This feature lets you use one phone to answer another phone that is ringing. There are two types of Call Pickup: Directed Call Pickup and Group Call Pickup. Both phones must be members of the same Call Pickup Group. Your system administrator should tell you if you are in a pickup group and who the members are.

Directed Call Pickup

Directed Call Pickup lets you answer another phone from your phone when you hear the other phone ringing. Both phones must be members of the same Directed Call Pickup Group. Your system administrator should tell you if you are in a pickup group and who the members are.

Using the Phone

1. Press the **More** key until you see the **pickup** soft key.
2. Press the **pickup** soft key.
3. Dial the ringing extension number to answer the phone and begin speaking with the caller.

Using Star Codes

1. Press ***12** on the telephone keypad.
2. Press the **dial** soft key
3. Pickup the handset or press the line or **Speaker** button.
4. Dial the ringing extension number to begin speaking with the caller.

Group Call Pickup

Group Call Pickup lets you answer another phone that is in your Call Pickup Group. Both phones must be members of the same Call Pickup Group. Your system administrator should tell you if you are in a pickup group and who the members are.

Using the Phone

1. Press the **More** key until you see the **GrPick** soft key.
2. Press the **GrPick** softkey to answer the phone and begin speaking with the caller.

Using Star Codes

1. Press ***06** on the telephone keypad.
2. Press the **dial** soft key.
3. Pick up the handset or press line or **Speaker** button.
4. Begin speaking with the caller.

Call Return

Using this feature dials the telephone number of the last incoming call. However, if the caller is shown as “Unknown”, then Call Return will not work.

1. Press ***69** on the telephone keypad.
2. Press the **dial** soft key.
3. Pickup the handset or press a line or **Speaker** button.
4. A voice prompt will repeat the last incoming number. You may press **1** to return the call or hang up.
5. If you entered **1**, wait for the called party to answer.

Call Trace

Call Trace allows you to record the telephone number of an offending call, but must be performed immediately after the offending call is ended.

NOTE: The feature will not work if Call Waiting is triggered while you are receiving the offending call.

1. Hang up.
2. Press ***57** on the telephone keypad.
3. Press the **dial** soft key.
4. Pick up the handset, or press a line or the **Speaker** button.

The last number that called you is traced. After you initiate Call Trace, a recording informs you if the trace succeeded and provides you with an 800 number you can use to take legal action.

Your phone number and the caller ID of the offending caller is recorded in the phone system's Call Data Record (CDR). Check with your service provider to retrieve the phone number of the traced call from the CDR. Note the time and date that you traced the call, as this will help the system administrator find the call in the CDR file.

Call Waiting

If your phone is configured with Call Waiting, you can answer an incoming call without disconnecting from the current call.

If a call comes in while you are on the phone, you will hear a single beep repeated approximately every ten seconds.

NOTE: If your phone is configured to be part of a Hunt Group, it will skip to the next phone in the hunt group before you will be able to pick up the second incoming call.

Answering the Second Call

To answer a second call without ending the current call, press the red blinking line key. The first call is automatically placed on hold and you are connected to the incoming call.

Switching Between Held Calls

To switch between calls, press the red blinking line button. The other line will automatically be put on hold.

Suspending Call Waiting

You can suspend Call Waiting just for the next call by entering ***70** and then entering the number you wish to call. Any subsequent call coming in will go directly to your voice mail or other specified "no answer" destination. Call Waiting will be enabled again when you disconnect from the call.

Call Waiting with Caller ID

If you have both the call waiting and caller ID capabilities, you can see the caller ID of a call waiting call on your telephone's display.

Call Waiting with ID Manager

While already on a phone call, this feature allows the user to view the Caller ID of a second incoming phone call and decide how the second call should be handled. The user has four options:

- Answer the new call and put the current on hold.
- Press **1** to send the call to voice mail.
- Press **2** to send a "Please Hold" announcement to the incoming caller.
- Press **3** to send a "Call Me Back" announcement to the incoming caller. After the announcement is played, the call is disconnected.

This feature must be turned on by your system administrator for you to have access to its functions.

NOTE: If you have a line-appearance of another phone on your phone, and a call comes in for the other line, you can only use the **2** - “Please Hold” feature to put the call on hold.

Pressing **1** or **3** for an incoming call for the other line-appearance will disconnect the caller from your phone, but the call will continue to ring on the other phone.The “send to voice mail” and “Call Me Back” features are not available because the call may still be picked up on the phone that the line is assigned to as a prime line.

Caller ID Block

This feature blocks the display of your phone number to the called party for this call only. Be aware that if the person you are calling does not accept anonymous calls, your call will be rejected since no Caller ID information is provided.

1. Press ***67** on the telephone keypad.
2. Press the **dial** soft key or lift the handset.
3. Dial the phone number that you do not want to show your Caller ID to.

Conference

If supported by your system, you can conference several internal and/or external parties together. Check with your system administrator for the availability of this feature on your system.

To create a conference call, follow these steps:

1. Make a call or be engaged in a call.

2. Press the **conf** soft key.
3. Dial the number of the person that you want to include in the conference and press the **dial** soft key.
4. When the person answers, inform the party about the conference and then press the **conf** button to add that party into the conference call.
5. Repeat steps 1-3 to add additional parties to the conference.

Conference Call Tips

- The parties connected to the conference call remain connected to each other while you add additional parties. They may carry on a conversation with each other while you finish adding parties to the conference.
- Even if the call initiator disconnects, any of the other parties (who have the conference feature) can use it to add new parties.
- To place a conference call on hold, press the **Hold** button. The other parties can talk among themselves but they can't hear you.
- When you put the call on hold, a beeping tone automatically sounds every few seconds. To avoid disrupting the other callers, consider muting the call instead. To mute the call, press the **Mute** button.
- To transfer a conference call to another telephone, press the **xfer** soft key. Dial the number to which you want to transfer the call and then press **xfer** key again.

Dial Tone and Ringer Patterns

The FrameMaker telephone system generates different ringer and dial tones, depending on call conditions.

There are two types of dial tone:

- **Internal Dial Tone** – A continuous, higher-pitched tone
- **External (Outside) Dial Tone** – A continuous, lower-pitched tone

There are several types of ringers – all are answered the same way:

- **One Ring** – Internal (Extension-to-Extension) Calls and when the system has called your extension to remind you or to notify you about something.
- **Two Rings** – External Calls
- **Distinctive Rings** – A different ring tone is provided for up to two additional Direct Inward Dial (DID) numbers assigned to your telephone by the system administrator. These numbers do not appear as lines on your telephone, but ring your prime line with the appropriate ring when they are dialed.

- **Priority Ring** – The call screening feature allows users to designate specific callers as important enough to ring through to their telephone even if Do Not Disturb is activated. A different ring tone is provided for calls assigned the Priority Call option. See “Priority Call” on page 43.

Group Speed Dial

This feature provides additional speed dialing capabilities beyond those provided by the Abbreviated Dial feature. With Group Speed Dialing, you have access to a common speed dial list of up to 1,000 entries managed by your service provider.

Group Speed Dial numbers are extension numbers that have been programmed to dial another number, usually an external number. Your service provider will provide you with a list of Group Speed Dial numbers and their destinations.

Hold

This feature lets you place a call on hold. While a call is holding, the holding party occupies the associated line.

1. During a conversation, press the **Hold** button (). Depending on your system configuration, the party may hear music, a recorded announcement, or silence while holding.
2. To resume the conversation, press the red blinking line button.

NOTE: Starting one minute after the party is on hold, and occurring each minute after that, you will hear 3 ring sounds. This is to remind you that you have a call on hold.

For more details on handling two calls at once, see “Switching Between Held Calls” on page 28.

Hold-on Queuing

This feature allows you to wait for a busy outgoing line to become available.

When you try to make an external call and all outgoing lines are unavailable, you will hear a recorded announcement.

- Hold for a line to become available.
- When a line becomes available, the system automatically dials the external number for you.

Hunt Groups

The Hunt Group feature allows the system to distribute calls made to a specific "pilot" number or to any member of a defined group based on the specified hunting order. If you have a phone with a display, you will see either the caller ID for the call or the hunt group name, depending on how your hunt group is configured.

Your system administrator or manager should tell you if you are a member of a hunt group, who the other members are, and what should appear on your phone's display, if you have a display.

This feature allows you to wait for a busy outgoing line to become available.

When you try to make an external call and all outgoing lines are unavailable, you will hear a recorded announcement.

- Hold for a line to become available.
- When a line becomes available, the system automatically dials the external number for you.

Indicated Call Park

You may have an Indicated Call Park button on your phone that is labeled **IC Park**. You will only have an IC Park button if your system administrator has assigned it to your phone.

There are predefined extensions (5100-5125) assigned to be used exclusively for parking calls.

Each user's phone can be assigned an IC Park button for a certain line. A user may have multiple IC Park buttons on their phone for several park lines. For example, some users may have an IC Park button for line 5100, while another set of users has IC Park buttons for line 5101. The receptionist may have two IC Park buttons, one for line 5100 and one for line 5101.

You can park a call by just pressing the **IC Park** button. This will cause the IC Park buttons to blink on all of the phones that have an IC Park button for that same line. The users who see the blinking IC Park button may pick up the call by pressing the IC Park button.

If you do not have a button on your phone, you can still pick up the call by dialing the number where it is parked (5100 for example).

If you park a call, the phone will emit a short ring after 1 minute to remind you that the call is still parked.

Intercom Calls (Receive Only)

Incoming Intercom calls are announced by a brief dial-tone followed by the intercom tones. A tone is played every 60 seconds during active intercom calls.

Picking Up a Parked Call

This feature lets you pick up a specific parked call from a group of parked calls. When parked, a call is assigned an ID number by the system. Using the parked call ID, you can pick up the parked call from anywhere in the system.

NOTE: The Cisco 7902G telephone does not allow calls to be parked. The phone can only be used to retrieve parked calls.

Retrieving a Parked Call

NOTE: You can retrieve parked calls using any phone in the system.

1. Pick up the handset or press the speaker button (if available).
2. Dial the call ID number of the parked call you wish to retrieve.
3. Speak with the parked caller.

Meet-Me Conference

If supported by your system, Meet-Me Conferencing provides the ability to schedule conference calls where the moderator (who has control of the conference) and other members (internal or external) call into the conference and are connected at the appropriate time to carry on the conference call.

Moderators can do any of the following:

- Schedule a conference
- Cancel a conference
- Modify a conference
- List all conferences

Check with your system administrator to find out if you are authorized to schedule Meet-Me Conferences. The default internal access number is **523**, but check with your system administrator if the default does not work for your system. If a DID number was created for outside access, you can dial in from an external telephone to schedule Meet-Me Conferences. Your system administrator can provide you with the external access number.

Anyone can join Meet-Me Conferences from both internal and external telephones by dialing the correct numbers and entering the required ID. The default internal access number is **522**, but your system may be different. Check with your system administrator for the internal access number you should use. If you need to join a Meet-Me Conference from outside the system, check with either the conference moderator (the person who set up the conference) or your system administrator to get the external access number for the Meet-Me Conference.

Joining a Meet-Me Conference

Joining a conference call is done by dialing the correct number and entering the Moderator or Guest ID. The system provides helpful prompts when dialing in too early or entering an incorrect ID. Only Moderators may extend a meet-me conference call.

To Join a Meet-Me Conference

1. If dialing internally, dial the Meet-Me Join number (default is **522**). Otherwise, dial the ten-digit conference access number.
2. Either press the **dial** soft key or pick up the handset.

NOTE: If you press Dial you will be connected to the conference in a listen-only mode. To be able to partitipate fully in the conference call you must pick up the handset and press the **Hold** button.

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3. Enter the ID of the conference you wish to join.
   - If you are the moderator of the conference, enter the Moderator ID.
   - If you are a guest, enter the Guest ID (provided by the moderator of the conference).
4. Press the **#** key.
   - You will be prompted by the system:

     "Please record your name after the tone, press the # key when you are done."
5. Record your name and press the **#** key within 5 seconds.

   *If you do not complete this step within 5 seconds, you will be connected to the conference without being identified. Within the 5 seconds, you may press the * key to cancel the current recording and start the recording over.*
   - Under normal operations, when you successfully enter the Guest or Moderator ID and are not too early, the system will play the following greetings to you:

- If you are the first to join the conference:

  "Your conference call is active. You are the first caller to join this conference. Please wait for the next participant."
- If participants have already joined the conference:

  "You are now being connected to the conference".
- If you are within 5 minutes before the start of the conference call:

  "Your conference will start in a few minutes, please wait or call back later."

- When you join the conference, if you are the third (or later) conferee to join, the system will play your recorded name and the join tone to the moderator and the other conference participants.

NOTE: As participants leave the conference call, a "ding" sound will alert the moderator and all remaining participants that someone has left the conference call.

Silencing Announcements

You may not wish to hear the repeating announcements that "you are the first caller" or "the conference will start soon". Dialing #2 will toggle the current announcement with silence.

To disable the announcement or revert to the announcement, press **#2**.

Silence will end under the following conditions:

When...	And if...	Then
You dial #2.	N/A	You hear the announcement that was playing at time silence was started
The conference reservation state changes from Starts Soon to Active.	You are the only caller connected to the conference.	You hear the First Caller announcement.
The conference reservation state changes from Starts Soon to Active.	There are additional callers connected to the conference.	You are connected to the conference.
The conference reservation state changes from Active to Ends Soon.	You are the moderator and only caller connected to the conference.	You hear the Ends Soon announcement.

When...	And if...	Then
Another participant joins the conference.	You were listening to the First Caller announcement when silence was started.	You will be connected to the conference.
You are the moderator.	You perform any floor control operation.	You will be prompted with the appropriate announcement and connected to the appropriate announcement based on the conference state.
The Start Soon announcement was playing when silence was started.	The moderator mutes or unmutes you.	You will hear the Starts Soon announcement.
The conference bridge state changes for some reason.	N/A	You will hear the Starts Soon, First Caller or Ends Soon announcement depending on the conference reservation state.

Dialing In Too Early

If you dial the Meet-Me Conferencing number more than five minutes prior to the scheduled conference call time, you will hear the following message and the system will then disconnect:

"Your conference is not scheduled to start until (time) on (day, date). Please call back at that time."

Entering an Incorrect ID

If you enter the wrong Guest or Moderator ID, the system informs you the conference you wish to join could not be found and prompts you to press **1** to re-enter the conference ID or press the * key to end the call.

If you pressed **1**, do the following:

1. Enter the ID of the conference you wish to join.
2. Press the **#** key.

Extending the Conference Duration

Five minutes prior to the end of the call, the system plays a message to the moderator that the conference will end in five minutes. Instructions are provided to the moderator on how to extend the conference call, if desired. The moderator can extend the conference in increments of 5 minutes at any time during the call by pressing ***6** for as long as needed or until the next scheduled conference call.

Roll Call

During a conference call, the moderator may initiate a roll call of the participants that have signed in by pressing ***2.** All conference call participants will hear:

"There are (n) people in the conference. The following people have joined the conference. (System plays the name of each participant as recorded.) Roll call complete."

Adding More Ports to an Active Meet-Me Conference

During an active conference call, the moderator may add more ports if needed. To add more ports, do the following:

1. Press ***3**. The moderator will hear:

   "Please enter the number of ports you wish to add followed by the # key."

2. Enter the number of ports to be added, then press the **#** key. The system will check the availability of the ports and report results to the moderator. For example, the moderator wants to add six ports:

   - If all six ports are available, the moderator will hear:

   "Six additional ports have been reserved for this conference."

   - If only 5 of 6 ports are available, the moderator will hear:

   "Five of six additional ports have been reserved for this conference."

   - If no ports are available, the moderator will hear:

   "We are sorry, additional ports are not available at this time."

Dropping a Conference Call

Should it be necessary, a moderator may be drop (end) a conference call while in progress. Reasons for dropping a conference call may include participants becoming loud, not allowing others to talk, and lack of courtesy, among others. To drop a conference call, press ***7**. All callers will be disconnected from the conference call and the call terminated.

However, the meet-me conference reservation remains in effect and partitipants can be invited to re-join the conference by dialing the meet-me conference number and entering the appropriate guest ID.

Muting a Conference Call

Only the moderator of the meet-me conference call can mute (disable the ability to speak in the conference) all parties in the meet-me conference call. The moderator also has the ability to un-mute (restore conversation).

The Mute function is toggled from the keypad by pressing ***5** to enable or disable the mute function.

When Mute is in effect, the moderator can still speak to all members of the conference, but members of the conference cannot heard. Also the moderator may leave and re-join the muted conference, but will not be muted (i.e., the moderator can still talk to conference members).

When a meet-me conference is muted, all parties in the conference hear an announcement that the conference has been muted.

Once Mute is enabled (before or during the conference call), anyone joining the active conference will be muted as soon as they are connected to the conference call. Callers joining the conference when mute is in effect hear an announcement that the conference is muted after the announcement that the conference is active. Members of the conference will hear the join tone and the caller's name.

Locking a Conference Call

Locking a meet-me conference prevents additional callers from joining the conference. Unlocking the conference allows additional callers to join the conference.

The Lock function is toggled from the keypad by pressing ***4** to enable or disable the lock function.

When the moderator locksor unlocks a conference, only the moderator will hear an announcement that the conference has been locked or unlocked.

Callers who try to join the conference when it is locked hear an announcement that the conference is locked and they should contact the moderator for assistance.

Raising/Lowering Hands in a Conference Call

NOTE: The moderator must be using the Meet-Me Moderator Floor Control application in the Web Portal to see and acknowledge raised hands.

If you are a member of a meet-me conference you can ask to be recognized or respond to a moderator's question by raising and lowering your hand - in a virtual manner.

- Press **#8** to raise your hand

- Press **#9** to lower your hand

Raising your hand can be used to ask for permission to speak when the conference has been muted. It can also be used if the moderator wants to poll partiticpants and asks for a show of hands. Both guest participants and the moderator can raise/ lower their hands using these coeds.

Scheduling a Meet-Me Conference

Scheduling a conference call is done by dialing the correct number and entering the date, time and length of the conference and number of conference members.

1. If dialing internally, dial the Meet-Me Schedule number (default is **523**). Otherwise, dial the ten-digit conference access number.
2. Either press the **dial** soft key or pick up the handset.
3. Press **1** to schedule a conference call.
4. Enter the two-digit year of the conference, followed by the **#** key.
5. Enter the two-digit month of the conference, followed by the **#** key.
6. Enter the two-digit day of the conference, followed by the **#** key.

   The date must be within 365 days of the current date.
7. Enter the 4-digit start time of the conference call in 24-hour format (HHMM). All start times must be in quarter hour increments (e.g., 0800, 0815, 0830, 0845)
8. Enter the length of the conference call in 5-minute increments, but with a minimum of 15 minutes (e.g., 15, 20, 25, etc.) followed by the **#** key.
9. Enter the number of participants (conference ports to reserve) followed by the **#** key.

   The system repeats your conference call settings to you as "You have requested to reserve a conference call for (day of week, date), at (time) with a duration of (X) minutes and (X) ports."
10. Press the **#** key if the information is correct, otherwise press **1** to re-enter the conference call parameters.

NOTE: If you pressed **#** to accept the settings, the system speaks your conference call meeting IDs including the Moderator ID, Guest ID, and the dial-in number.

Write down this information. It should also be displayed across your display telephone.

11. Do one of the following:
    - Press **1** to hear the information again, or
    - Press ***** to return to the Meet-Me Conference setup menu, or

- Hang up.

Canceling a Meet-Me Conference

You may cancel a conference reservation at any time; however, conference reservations are frozen 30 minutes before the start time and cannot be cancelled after that time.

1. If dialing internally, dial the Meet-Me Schedule number (default is **523**). Otherwise, dial the ten-digit conference access number.
2. Either press the **dial** soft key or pick up the handset.
3. Press **2** to cancel a conference call.
4. Enter the Moderator ID of the conference you wish to cancel followed by the **#** key.

   The system confirms your decision to cancel the conference call including speaking the scheduled day and date, time, duration and ports.
5. Press the **#** key to confirm the cancellation or press the ***** key to return to the Meet-Me Conference setup menu.
   - If you pressed **#**, the system announces that your conference reservation has been cancelled.
   - If you pressed *****, the Meet-Me Conference setup menu is played.

Modifying a Meet-Me Conference

You may modify a conference reservation at any time up to 5 minutes before the start time. The moderator may, however, modify the conference while it is in progress (add ports, add participants, etc.)

1. If dialing internally, dial the Meet-Me Schedule number (default is **523**). Otherwise, dial the ten-digit conference access number.
2. Either press the **dial** soft key or pick up the handset.
3. Press **3** to modify a conference call.
4. Enter the Moderator ID that was received when the conference was scheduled followed by the **#** key.

   The system announces the selected conference call settings to you as "You have selected to modify a conference call scheduled for (day), (date), at (time) with a duration of (X) minutes and (X) ports."
5. Press the **#** key to confirm you want to modify this reservation or press ***** if this is the wrong reservation and return to the conference menu.
6. Enter the two-digit year of the conference, followed by the # key.
7. Enter the two-digit month of the conference, followed by the # key.
8. Enter the two-digit day of the conference, followed by the # key.

The date must be within 365 days of the current date.

9. Enter the 4-digit start time of the conference call in 24-hour format (HHMM). All start times must be in quarter hour increments (e.g., 0800, 0815, 0830, 0845)
10. Enter the length of the conference call in 15-minute increments (e.g., 15, 30, 45, etc.) followed by the **#** key.
11. Enter the number of participants (conference ports to reserve) followed by the **#** key.

    The system repeats your conference call settings to you as "You have requested to reserve a conference call for (day of week, date), at (time) with a duration of (X) minutes and (X) ports."
12. Press the **#** key if the information is correct, otherwise press 1 to re-enter the conference call parameters.

Getting a List of Meet-Me Conferences

You can listen to a list of Meet-Me Conferences you have scheduled as a moderator. you may need to do this to find the moderator ID for a conference in case you need to modify or delete the conference or the guest ID to distribute it to the attendees.

1. If dialing internally, dial the Meet-Me Schedule number (default is **523**). Otherwise, dial the ten-digit conference access number.
2. Either press the **dial** soft key or pick up the handset.
3. Press **4** to list all conference call reservations.

   The system announces the number of conference reservations you currently have and then announces each conference providing the day of week and date, time, duration, ports, moderator ID and guest ID. After the last conference listing, the system informs you that there are no more conferences.
4. The conference menu is played and you may make a selection or hang up.

MultiCall Park

This feature lets you park more than one call from your phone or pick up a specific parked call. When parked, a call is assigned an ID number by the system. This ID number makes Multicall Park possible. Parking a call is similar to placing a call on hold, except that when a call is parked, you can pick up the parked call from anywhere in the system. Once the call is parked, the line is free again.

Parking a Call

1. Tell the caller that you are going to place them on hold.
2. Press the **xfer** soft key.

3. Enter ***11** and press the **dial** soft key.

   You will hear a prompt stating the extension where the call is parked.

NOTE: Write down the Park Number because you will need to know it to retrieve this parked call.

4. Hang up.

Retrieving a Parked Call

NOTE: You can retrieve parked calls using any phone in the system.

1. Pick up the handset or press the speaker button (if available).
2. Dial the call ID number of the parked call you wish to retrieve.
3. Speak with the parked caller.

Music on Hold

Your telephone provides crystal clear voice conversations. However, if you listen to music on hold, you may notice that some types of music sound slightly distorted. This is normal. The FrameMaker system has been optimized to transmit and receive speech; music contains a variety of sounds that are considerably higher and lower in pitch than the human voice, so some of these musical sounds are not included in the audio signal.

Mute

Press the **Mute** button ( ) to turn off the speakerphone/handset microphone during a conversation. This way, you can converse with someone else without the party on the phone hearing the conversation. Press and hold the **Mute** button again to turn the speakerphone/handset microphone back on.

On-hook Dialing

You can dial a number while the handset is on-hook by doing one of the following:

- Dial the phone number on the keypad and press the **dial** softkey.
- Press the **dir** softkey, use the scroll keys to select a person to call, then press the **dial** softkey.
- Press the **redial** softkey, use the scroll keys to select a person to call, then press the **dial** softkey.

NOTE: You can pick the handset up at any time to conduct a private conversation.

Permanent Caller ID Block Release

If you chose to have your caller ID information blocked on all calls, this feature allows your caller ID information to be sent for this call only.

Your caller ID may be required for some calls to be completed. If your call will not be accepted without caller ID information you may get a message that the number you called will not accept anonymous (no caller ID) calls. You may use this feature to send caller ID information for that call only.

To allow your caller ID to be displayed on the phone you are calling:

1. Press ***82**.
2. Press the **dial** soft key or pickup the handset.
3. Dial the desired phone number.

   The called number should either ring or be busy. You should not get the anonymous call rejection message.

Priority Call

The Priority Call feature allows you to define numbers that will ring at your telephone with a special ring that tells you this is an important call. To use this feature, you manage a list of telephone numbers (internal or external) that cause the priority ring to sound when a call with that caller ID appears at your telephone.

Priority Call is managed through a menu of commands activated by pressing digits on the keypad. The commands are:

- 1 - Enable/disable feature
- 2 - Add members
- 3 - List members
- 4 - Delete members

The display area on your telephone will show the options for each menu level. For example, if you press 4 to delete a number, the display will show:
“1=Del Num, 2=List, 3=Del All, *=Menu”.

Enabling/Disabling Priority Call

The T6000 system allows you to turn the Priority Call feature on and off (i.e., set the feature not to use the priority ring). Disabling (turning off) the feature does not delete your list of callers assigned to receive the priority ring.

1. Press ***61**.
2. Press the **dial** soft key or pickup the handset.

   A voice prompt tells you whether Priority Call is enabled or disabled and then gives the menu choices.
3. Press **1** to enable Priority Call if it is disabled or to disable the feature if it is enabled.
4. Hang up.

Adding Members to the Priority Call List

1. Press ***61**.
2. Press the **dial** soft key or pickup the handset.

   A voice prompt tells you whether Priority Call is enabled or disabled and then gives the menu choices.
3. Press **2** to add telephone numbers to the list of members who will trigger the priority ring.
4. Enter the number with no spaces, dashes or special characters followed by the **#** key.
5. Press **#** to save the entry (add it to your list) or press * to cancel the entry,
6. Select a menu item or hang up.

Listing Priority Call Members

1. Press ***61**.
2. Press the **dial** soft key or pickup the handset.

   A voice prompt tells you whether Priority Call is enabled or disabled and then gives the menu choices.
3. Press **3** to hear the list of telephone numbers which will trigger the priority ring.
4. Press **#** to hear the next number or press * to return to the Priority Call menu.

   *As long as you press **#** for the next number, the system will scroll through the list of member numbers, starting over with the first number after the last number is spoken.*
5. Repeat the previous two steps until you have heard as many of the numbers as you want.
6. Press * to return to the Priority Call menu when you are finished listening to member numbers.

Deleting Priority Call Members

1. Press ***61**.

2. Press the **dial** soft key or pickup the handset.

   A voice prompt tells you whether Priority Call is enabled or disabled and then gives the menu choices.

3. Press **4** to delete telephone numbers from the list of members who will trigger the priority ring.

   The voice prompt provides options for deleting members including:

   - Press **1** if you know the number to delete; (see Step 3)
   - Press **2** for a list of numbers; (see Step 8)
   - Press **3** to delete all numbers; (see Step 13)
   - Press * to return to the Priority Call menu.

4. Press **1** to remove a specific number.

   *You are prompted to enter the number to delete followed by the **#** key.*

5. Enter the number with no spaces, dashes or special characters.

6. Press the **#** key.

   *The voice prompt speaks the number you just entered and you are prompted to press **#** to save the entry (delete it from your list) or press ***** to cancel the entry,*

7. Press **#** or *****.

   You are returned to the Priority Call menu.

8. Select a menu item or hang up.

9. Press **2** to hear the list of numbers and have the option to delete them as you go through the list.

   *The voice prompt announces the list, speaks the first number and prompts you to press **1** to delete it, **#** to hear the next number or ***** to return to the Priority Call menu.*

10. Press **#** until you find the number you wish to delete.

11. Press **1** to delete the number.

    *You are prompted to press **1** to delete it, **#** to hear the next number or ***** to return to the Priority Call menu.*

NOTE: If you press 1 to delete the number, it is deleted immediately and the next number in the list is announced.

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12. Repeat the previous two steps until you have found and deleted as many of the numbers as you want.

13. Press * to return to the Priority Call menu or hang up.
14. Press **3** to immediately delete all member numbers.

    The voice prompt announces that all phone numbers have been removed from the list and you are returned to the Priority Call menu.
15. Select a menu item or hang up.

Privacy Guard

Privacy Guard is a call screening service that works with Caller ID to identify all incoming calls that have no Caller ID, such as calls that are Anonymous, Unavailable, Out-of-Area, or Private. It forces callers to identify themselves by entering an access code or recording their name in order to complete the call. You will know who is calling and have four options for handling the call.

Access Codes

Privacy Guard provides the ability to create two kinds of access codes that you can give to family members, friends or business associates to allow them to identify themselves if they call and their caller ID is not available. You decide who gets which code.

For phones with a display, access codes are shown on the display as shown:

Privacy Guard (<*access code*>)

The Access Code is a 3-digit code that, when required, is entered followed by the # key. There is only one Access Code.

The Selective Caller List is a list of up to ten codes. Each code must be 10-digits. When required, a caller enters the code followed by the # key.

NOTE: When creating the codes for the Selective Caller List, you want codes that are easy for the caller to remember and use. If the code will be used for an individual, you might want to use the phone number most commonly used by that person. If it is for a group of people or a business, use a number that will be easy for them to use and you to recognize, such as a main business number.

Caller Actions

When Privacy Guard is enabled, calls that do not have any Caller ID information are automatically answered and the caller hears an announcement followed by a series of prompts.

The announcement explains you do not accept unidentified calls and that their Caller ID information was not received. They are instructed to do one of the following:

- Press **1** to enter an access code.
- Press **2** to record their name so that the call can be announced, .

If they enter anything other than the menu options, they will be prompted two more times to enter a valid menu option. If they do not select a valid option in the allowed time, the call is dropped.

Entering an Access Code

If a caller presses **1**, they are asked to enter an access code, which can be either the Access Code or one of the codes in the Selective Call List, followed by the # key. A prompt tells them to wait while the call is completed.

If an invalid access code is entered, the caller will be prompted two more times to enter a valid access code. If they do not enter a valid access in the allowed time, the call is dropped.

Recording a Name

If a caller presses **2**, they are asked to record either their name or their company name and press the # key. After playing the beep, the system will record up to 5 seconds.

When the user presses # or the recording time ends, a prompt tells them to wait while the call is completed.

The system records whatever is spoken during the 5 seconds, which can be either the caller's name or silence. If the caller does not record a name, no name will be spoken when you answer the call.

Answering Privacy Guard Call

Once a caller has entered an access code or recorded their name, the call will ring on your phone. If you have a display and receive caller ID information, you will see "From Privacy Guard" on the display. If the caller entered an access code, the access code digits will be displayed also.

If the caller entered an access code, your telephone rings normally and you are connected to the caller when you answer the call.

If the caller recorded their name, your telephone rings with a priority ring. When you answer the call, a prompt is played that announces the call and offers the following options:

- Press **1** to answer the call.

- Press **2** to play an announcement to the caller that you are unavailable.
- Press **3** to transfer the caller to voice mail.

NOTE: Option 3 will be available if you have a voice mail button on your telephone for your voice mail mailbox or for another voice mail mailbox, such as the main number (attendant phone) or another person's mailbox (executive assistant phone). However, if you do not have your own mailbox and choose this option, you will get reorder (fast busy). If you do not have a voice mail button on your phone, this option is not available.

- Press **4** to deliver a message that you do not accept sales or soliciation calls and you are not to be called again.

If you enter anything other than the available menu options, you will be prompted two more times to enter a valid menu option. If you do not select a valid option in the allowed time or if you hang up without making a choice, the system plays the announcement that you are unavailable and disconnects the call.

Enabling/Disabling Privacy Guard

The T6000 system allows you to turn the Privacy Guard feature on and off (i.e., decide when calls without Caller ID information will be screened). Disabling (turning off) the feature does not delete any access codes already entered for the feature.

1. Press ***88** on the telephone keypad.
2. Press the **dial** soft key or pick up the handset.

   A voice prompt tells you whether Privacy Guard is enabled or disabled and then gives the menu choices.
3. Press **1** to enable Privacy Guard if it is disabled or to disable the feature if it is enabled.
4. Choose another option or hang up.

Managing the Access Code

Your 3-digit Access Code is managed using the keypad on your telephone. You can change the code at any time and can listen to your chosen number if you forget what you set.

Changing the Access Code

1. Press ***88** on the telephone keypad.
2. Press the **dial** soft key or pick up the handset.

A voice prompt tells you whether Privacy Guard is enabled or disabled and then gives the menu choices.

3. Press **2** to set or change the 3-digit Access Code.
4. Enter the Access Code by pressing the desired digit keys on the telephone keypad.
5. Press **#** to save the entry or ***** to exit without saving.
6. Select a menu item or hang up.

Listening to Access Code

1. Press ***88** on the telephone keypad.
2. Press the **dial** soft key or pick up the handset.

   A voice prompt tells you whether Privacy Guard is enabled or disabled and then gives the menu choices.
3. Press **3** to hear the 3-digit Access Code.
4. Listen to the Access Code.
5. Select a menu item or hang up.

Managing the Selective Caller List

Your 10-digit Selective Call List access codes are managed using the keypad on your telephone. You can change the codes at any time and can listen to the numbers you have programmed. You can delete numbers from the list which will end their ability to call you, change the numbers, or to remove an old or no longer used number so you can add new numbers.

Adding to the List

1. Press ***88** on the telephone keypad.
2. Press the **dial** soft key or pick up the handset.

   A voice prompt tells you whether Privacy Guard is enabled or disabled and then gives the menu choices.
3. Press **4** to add numbers to the Selective Call List.
4. Enter the number by pressing the desired digit keys on the telephone keypad.
5. Press **#** to save the entry or ***** to exit without saving.
6. Select a menu item or hang up.

NOTE: If you try to add a number when you already have 10 numbers, a prompt tells you the list is full, no more numbers can be added and that a number must be deleted to add a new number.

Listening to the List

1. Press ***88** on the telephone keypad.
2. Press the **dial** soft key or pick up the handset.

   A voice prompt tells you whether Privacy Guard is enabled or disabled and then gives the menu choices.
3. Press **5** to hear the numbers in the Selective Call List.
4. The first number in the Selective Call List is played.
5. Press **#** to hear the next number.

   *Continue pressing **#** until you have heard all the numbers. When you reach the end of the list, the system will take you back to the beginning of the list.*
6. When you are done listening to numbers, press ***** to return to the main menu.
7. Select a menu item or hang up.

Deleting from the List

1. Press ***88** on the telephone keypad.
2. Press the **dial** soft key or pick up the handset.

   A voice prompt tells you whether Privacy Guard is enabled or disabled and then gives the menu choices.
3. Press **6** to delete the numbers in the Selective Call List.
4. Select from the available options:
   - If you know the phone number you wish to delete, press **1**.
   - To hear a list of numbers to delete, press **2**.
   - To delete all numbers, press **3**,
   - To return to the main menu, press the ***** key
5. If you pressed 1, do the following:
   a. Enter the number to remove.
   b. Press **#** to remove or press ***** to cancel (return to the main menu).
   c. If you pressed #, the system repeats the number you entered.
   d. Press **#** to delete the entry or ***** to exit without saving.
   e. Select a menu item or hang up.
6. If you pressed 2, do the following:
   a. The first number in the Selective Call List is played.
   b. Press **1** to delete the number or **#** to hear the next number.
   c. Repeat these steps until you are finished deleting numbers.
   d. Press * to exit.

e. Select a menu item or hang up.

7. If you pressed 3, all numbers in the list are immediately deleted and you return to the main menu.

CAUTION

There is no confirmation for deleting all numbers in the Selective Call List. As soon as you press 3 all numbers are deleted. Be very sure this is what you want to do before pressing 3.

8. Select a menu item or hang up.

Redial

This feature lets you redial the last number (internal or external) that you dialed.

Using the Phone

1. Press the **redial** soft key.

2. Use the up and down scroll keys to highlight a number to call.

3. Press the **dial** soft key.

4. Speak to the called party.

Using Star Codes

1. Dial ***07** and press the **dial** soft key or pick up the handset.

2. Speak to the called party.

Remote Access to Call Forwarding

This feature allows you to call a DID number from any telephone and set, change or cancel the destination phone number that is the forwarding target for all incoming calls to your telephone. Contact your system administrator for the DID number to call to make use of this feature.

Setting or Changing Remote Forwarding

1. Dial the DID number for Remote Access to Call Forwarding.
(If calling from an internal business phone, dial **9** first.)

A voice prompt leads you through the remaining steps.

2. Enter the complete phone number of your IP phone, followed by the **#** key.

***EXAMPLE: 9723353421#** or **9723352100*2001#** for Non-DID numbers.*

3. Enter the phone's password, followed by the **#** key

   If you have your phone forwarded to another phone, your current forwarding number is announced.

4. Enter the new forwarding number followed by the **#** key. Enter the number as if you were dialing it, including the area code if necessary.

   You hear an announcement that the forwarding number has been changed and the call is idled.

Canceling Remote Forwarding

1. Dial the DID number for Remote Access to Call Forwarding.
   (If calling from an internal business phone, dial **9** first.)

   A voice prompt leads you through the remaining steps.

2. Enter the complete phone number you want to access, followed by the **#** key.

   ***EXAMPLE: 9723353421#** or **9723352100*2001#** for Non-DID numbers.*

3. Enter the phone's password, followed by the **#** key

   If you have your phone forwarded to another phone, your current forwarding number is announced.

4. Do one of the following:

   - Press **#** to cancel remote forwarding

   You hear an announcement that the forwarding number has been changed and the call is idled.

   or

   - Hang up without pressing any keys to quit the canceling operation.

Remote Phone

The Remote Phone feature provides the capability to set up a remote phone to act as if it were your VoIP phone. Instead of placing and receiving calls from your VoIP phone, calls are made and answered from the Remote Phone.

For example, if you configure your cell phone to be your remote phone, all calls coming into your VoIP phone would ring at your desk *and* on your cell phone simultaneously.

For this feature to be available, a Remote button must be provided on your VoIP phone by your service provider. However, the VoIP phone does not have to be in service for the Remote Phone feature to be operational.

W A R N I N G

If you dial an emergency number (such as 911) from the remote phone while it is in remote mode (the phone will be playing on-hold music), an announcement tells you that number is not allowed from Remote Phone and advises you to hang up the phone and try again. Until you hang up the phone and disconnect from the Remote Phone feature, you will receive the announcement.

There are two ways to enable the Remote Phone feature:

- by dialing a special DID number, or
- through the Web Portal under **Options** > **Remote**

Dial-in Setup of Remote Phone

To set up a remote phone by dialing in, you must call using the remote phone where your VoIP phone calls will be forwarded.

1. From the remote phone (example, your cell phone or a hotel phone), dial the Remote Phone access DID number.

   Your service provider should have provided this number to you.

2. Enter the phone number of your VoIP phone followed by the pound sign (**#**).

   EXAMPLE: 9723353421# *or* ***9723352100*2001#*** *for Non-DID numbers.*

3. Enter the password for your VoIP phone followed by **#**.
4. DO NOT hang up the destination phone. Leave it off-hook.
5. If a call comes in, press star (*****) to answer the call.
6. Disconnect from a call by pressing "**###**", which will leave the Remote Phone active (you will hear hold music playing).

NOTE: Be aware that if you are using a cell phone, the phone is still in an active call.

Deactivating Dial-up Remote Phone

If you hang up the remote phone, it will disconnect the call and deactivate the Remote Phone mode.

Web Portal Setup of Remote Phone

The remote phone feature can be activated via the Web Portal by selecting **Options** > **Remote**. You must check the box labeled **Enable Remote User**, then enter the phone number of the remote phone (for example, a cell phone or hotel phone number).

From the Web Portal, you can check a box to **Enable Remote Caller ID**. When checked, the caller's Caller ID will display on your remote phone display (if it has one). When unchecked, your IP phone number will be displayed. This way, when you see your own VoIP phone number on the Caller ID, you will know that it is an incoming remote call.

You can also set the number of seconds the phone will ring unanswered before the call is redirected to voice mail or other destination.

C A U T I O N

If you are engaged in a remote phone call, and you change the Remote Phone number through the Web Portal, when you click "**Save**", it will disconnect your current remote phone call.

In the Web Portal, when the **Auto Enable When Phone OOS** checkbox is checked, the system will automatically enable Remote Phone and route calls to the Remote Phone number when the phone is out of service. The Remote Phone feature will not be auto-enabled until a call arrives after the phone has been declared out of service. If a call arrives at the phone before the Call Agent has determined the phone is out of service, the Call Agent will send the call to the No Answer destination. As soon as the Call Agent determines the phone is out of service, the Remote Phone feature will be automatically enabled and all further calls will be sent to the Remote Phone number.

When the phone with *Auto Enable When Phone OOS* checked returns to service after the outage, Remote Phone is not disabled. Both the phone and Remote Phone will ring for each incoming call. The user must disable remote mode using the Web Portal or by pressing the **Remote** button on the phone.

Deactivating Remote Phone via Web Portal

To completely deactivate the Remote Phone mode, you must uncheck the **Enable Remote User** checkbox on the Web Portal or press the **Remote** button on your VoIP phone.

If you just hang up the remote phone, it will disconnect the call, but Remote Phone mode will still be enabled. The next call coming in to your VoIP phone will ring the remote phone.

Feature Interaction: Remote Phone with Find-Me

The Remote Phone mode works in conjunction with the Find-Me function that will transfer the call to each phone you have listed in your Find-Me list. When your VoIP phone is in Remote Phone mode, and you have Find-Me set up, first the call will try ringing the remote phone. If it is not answered, the Find-Me function takes over and will try the next numbers in your Find-Me list.

If you set up Remote Phone from the Web Portal, and you do not answer so Find-Me takes over, then Remote Phone mode will remain enabled and the next call coming in will also ring the remote phone.

Selective Call Forward

Selective Call Forward allows you to program your phone to send calls from a list of telephone numbers to another telephone number. All calls from phones on the list go to the same destination, which can be changed at any time.

To use this feature, you designate the forward destination and manage a list of telephone numbers (internal or external) that are forwarded to that number when a call with that caller ID appears at your telephone.

Selective Call Forward is managed through a menu of commands activated by pressing digits on the phone keypad. The commands are:

- 1 - Enable/disable feature
- 2 - Enter the forward (destination) number
- 3 - ID (forward destination number)
- 4 - Add members (to list to be forwarded)
- 5 - List members (of list to be forwarded)
- 6 - Delete members (from list to be forwarded)

The display on your telephone will show the options for each menu level. For example, if you press 6 to delete a number, the display will show: “1=Num, 2=List, 3=Del All, *=Main Menu”.

Enabling/Disabling Selective Call Forward

The FrameMaker system allows you to turn the Selective Call Forward feature on and off (i.e., decide when calls from your list will be forwarded and when they will ring at your telephone as usual). Disabling (turning off) the feature does not delete the list of callers assigned for forwarding.

1. Press ***63** or ***83**.
2. Press the **dial** soft key or pickup the handset.

A voice prompt tells you whether Selective Call Forward is enabled or disabled and then gives the menu choices.

3. Press **1** to enable Selective Call Forward if it is disabled or to disable the feature if it is enabled.
4. Hang up.

Entering the Forwarding Destination Number

1. Press ***63** or ***83**.
2. Press the **dial** soft key or pickup the handset.

   A voice prompt tells you whether Selective Call Forward is enabled or disabled and then gives the menu choices.
3. Press **2** to enter the forwarding number (destination for forwarded calls).
4. Enter the forwarding number followed by the # key
5. Press # to save the entry (add it to your list), or press * to cancel the entry,
6. Select another menu item or hang up.

Identifying the Forwarding Destination Number

1. Press ***63** or ***83**.
2. Press the **dial** soft key or pickup the handset.

   A voice prompt tells you whether Selective Call Forward is enabled or disabled and then gives the menu choices.
3. Press **3** to hear the forwarding number (destination for forwarded calls).

   The voice prompt tells you the forwarding number and you are returned to the Selective Call Forward menu.

Adding Forwarded Phone Numbers

1. Press ***63** or ***83**.
2. Press the **dial** soft key or pickup the handset.

   A voice prompt tells you whether Selective Call Forward is enabled or disabled and then gives the menu choices.
3. Press **4** to add telephone numbers to the list of members who will be forwarded.
4. Enter the number with no spaces, dashes or special characters, followed by the **#** key.
5. Press **#** to save the entry (add it to your list) or press ***** to cancel the entry,
6. Select another menu item or hang up.

Listing Forwarded Phone Numbers

1. Press ***63** or ***83**.
2. Press the **dial** soft key or pickup the handset.

   A voice prompt tells you whether Selective Call Forward is enabled or disabled and then gives the menu choices.
3. Press **5** to list telephone numbers of members who will be forwarded.
4. Press **#** to hear the next number or press * to return to the Selective Call Forward menu.

   *As long as you press **#** for the next number, the system will scroll through the list of member numbers, starting over with the first number after the last number is spoken.*
5. Repeat the previous two steps until you have heard as many of the numbers as you want.
6. Press ***** to return to the Selective Call Forward menu when you are finished listening to member numbers.
7. Select another menu item or hang up.

Deleting Forwarded Phone Numbers

1. Press ***63** or ***83**.
2. Press the **dial** soft key or pickup the handset.

   A voice prompt tells you whether Selective Call Forward is enabled or disabled and then gives the menu choices.
3. Press **6** to delete telephone numbers from the list of numbers which will be forwarded.
4. The voice prompt provides options for deleting members including:
   - Press **1** if you know the number to delete;
     (see Step 4)
   - Press **2** for a list of numbers;
     (see Step 8)
   - Press **3** to delete all numbers;
     (see Step 14)
   - Press * to return to the Selective Call Forward menu.
5. Press **1** to remove a specific number.
6. Enter the number with no spaces, dashes or special characters, followed by the **#** key.
7. Press **#** to save the entry (delete it from your list), or press * to cancel the entry,
8. Select another menu item or hang up.

9. Press **2** to hear the list of number and have the option to delete them as you go through the list.

   *The voice prompt announces the list, speaks the first number and prompts you to press **1** to delete it, **#** to hear the next number or ***** to return to the Selective Call Forward menu.*

10. Press **#** until you find the number you wish to delete.

11. Press **1** to delete the number.

    The number is deleted immediately and the next number in the list is announced.

12. Press **1** to delete it, **#** to hear the next number or ***** to return to the Selective Call Forward menu.

13. Repeat the previous three steps until you have found and deleted as many of the numbers as you want.

14. Press ***** to return to the Selective Call Forward menu or hang up.

15. Press **3** to immediately delete all member numbers.

    The voice prompt announces that all phone numbers have been removed from the list and you are returned to the Selective Call Forward menu.

16. Select another menu item or hang up.

Speed Dial

The Linksys SPA-941 provides speed dial buttons that can be programmed through the Linksys phone menu or preset by your service provider. If you have any preset speed dials, you will see them in the speed dial list. The preset speed dials can be modifed, and new ones can be added, by dialing **74*** on your phone.

The way the speed dials are used depends on whether they are programmed from the phone or preset.

Table 1: Speed Dial Operation

If programmed from:	Then to use the speed dial:
The Linksys phone menu	Dial the speed dial number and press the **dial** softkey.
Service provider or by dialing **74***	Dial the speed dial number followed by *****, then press the **dial** softkey.

NOTE: If you set a speed dial number to the same digit as your outside access number (9 for example), then to dial an external number, you will need to dial the outside line access number followed immediately by the phone number before pressing the **dial** softkey.

Programming a Speed Dial Key

You can add speed dials using the directory entries in the phone's menu or you can add them by dialing **74***.

To add one of your directory entries to a speed dial, do the following:

1. Press the **Settings** ( ) key.
2. Use the scroll down arrow key to highlight option number **2**, **Speed Dial** .
3. Press the **select** softkey below the phone display.
4. Use the up and down scroll key to highlight speed dial to be assigned.
5. Press one of the following softkeys:
   - **edit** - to add or edit the selected speed dial information
   - **cancel** - to exit the speed dial list
6. If you selected **edit**, then enter the name of the label for the speed dial key. Use the number pad to enter letters, and use 0 for a space.
7. When you begin typing a letter, you will see a list of possible names from your directory that can be added to the speed dial button. Use the scroll key to highlight the desired caller and press **ok** to select.
8. After you have made the desired edits, press the **cancel** softkey twice to save the changes and revert to the main display.

To program a speed dial using the star code, follow these steps:

1. Press **74*** on the telephone keypad.

   A voice prompt leads you through the remaining steps.
2. Press keypad digit **1**.
3. Press the number (1-9) that you wish to program.
4. Enter the telephone number on the keypad followed by the pound **#** key.

   If the speed dial number is an external number, be sure to enter the area code if required.
5. Do one of the following:
   - Press **#** to save the speed dial number and hang up, or
   - Press ***** to cancel and return to the main menu
6. Make another selection from the main menu or hang up.

Using a Speed Dial Button

To use the speed dials programmed on the phone, simply type the number of the speed dial (**2**, for example) and press the **dial** softkey or lift the handset.

Identifying the Number Assigned to a Speed Dial key

To view the currently assigned speed dials on your phone, do the following:

1. Press the **Settings** ( ) key.
2. Use the scroll down arrow key to highlight option number **2**, **Speed Dial** .
3. Press the **select** softkey below the phone display.
4. Use the scroll key to highlight or view the assigned speed dials.
5. Press the **cancel** softkey twice to revert to the main display.

Deleting a Speed Dial Number

To delete one of your speed dials through the phone menu, do the following:

1. Press the **Settings** ( ) key.
2. Use the scroll key to highlight option number **2**, **Speed Dial** .
3. Press the **select** softkey below the phone display.
4. Use the up and down scroll key to highlight speed dial to be assigned.
5. Press one of the following softkeys:
   - **edit** - to add or edit the selected speed dial information
   - **cancel** - to exit the speed dial list
6. If you selected **edit**, then press the **More** key once.
7. Press the **clear** softkey to clear the speed dial.
8. Press the **More** key until you see the **ok** softkey.
9. Press the **ok** softkey to save the changes.
10. After you have made the desired edits, press the **cancel** softkey twice to revert to the main display.

Star Codes

The codes used by analog DTMF users to activate features (commonly referred to as "star codes") are also supported for IP phones. By pressing the pound or star button on the telephone and entering the proper code, you can make use of these codes for feature use.

The feature must be active at your phone for it to be accessed from the star codes (that is, you can't use features that aren't turned on) and some caution should be used when activating features from star codes, since they may not be reflected in display messages or lamp activity on the telephone.

NOTE: This table lists the feature codes that are the default values for your phone system at the time of installation. They may be changed by your system administrator to meet the needs of your company. Any list of feature codes given to you by your system administrator should be used in place of the codes listed here.

Table 2: Feature Matrix

Feature Name	Enable	Disable
Abbreviated Dial - Program	**75***	**75***
Abbreviated Dial - Enable	***3**+code	N/A
Anonymous Call Rejection	***77**	***87**
Billing Codes	***02**+client billing code	N/A
Call Forward (Out of Service) (On/Off)	***70*#**	***71***
Call Forward (All)	***72***	***73***
Call Forward (Busy) (On/Off)	***76***	***77***
Call Forward (No Answer) (On/Off)	***78***	***79***
Call Return	***69**	N/A
Call Trace	***57**	N/A
Caller ID Block	***67** (suspend for current call)	N/A
Directed Call Pickup (Bus only)	***12**	
Do Not Disturb	***04**	***04**
Group Pickup (Bus only)	***06**	
Park - MultiCall Park (Bus only)	***11**	N/A
Permanent Per Call Block	N/A	***82**
Priority Call	***61**	***61**
Privacy Guard	***88**	***88**
Redial	***07**	N/A
Selective Call Forward	***63**	***83**
Selective Call Rejection (Call Block)	***60**	***80**
Set Speed Dials	***74***	N/A
Voice Mail	***09**	***09**

Transfer

Use this feature to transfer a call to another number.

1. Tell the calling party you will transfer the call, then press the **xfer** soft key.

   The call is placed on hold and you hear a dial tone.

2. Dial the number to which you want to transfer the call and press the **dial** soft key.
3. If the called party answers, you can inform them of the transfer and do one of the following:
   - Press **xfer** to complete the transfer of the call.
   - To cancel the transfer, hang up the handset or press the **speaker** button. Press the blinking red line button to return to the holding party.
4. If the called party does not answer, do the following:
   - Hang up the handset or press the **speaker** button to cancel the transfer.
   - Press the blinking red line button to return to the holding party.

Voice Mail Features (Default Menu) 4

You can access the voice mail system on your phone by dialing ***09** or by pressing the **Voice Mail** button.

System settings determine the number (and length) of voice mail messages that are stored in your voice mailbox. If supported by your system, callers can press “0” while they are “in” your mailbox to transfer to your main number or operator.

The voice mail system also provides both personal and group distribution lists which let you send a voice mail to a defined group of people as easily as sending a voice mail to a single user. Combining the ability to compose a voice mail message before sending it with a distribution list, you can easily create and send a voice mail message to multiple users or lists.

NOTE: The voice mail system can only save a certain number messages as configured by your service provider. If the maxium number of messages is reached and you receive a new voice mail message, it will not be stored. You must delete some old voice mail messages to receive any more.

Menus and Commands

The following commands allow you to access your voice mail system.

Table 3: Voice Mail Main Menu

Access Code	Function
1	Play inbox messages
2	Play saved messages
3	Change password
4	Playback personal greetings (for options see “Voice Mail Personal Greeting List” on page 65)
5	Record personal greetings (for options see “Voice Mail Personal Greeting List” on page 65)
6	Access personal distribution groups (for options see “Voice Mail Distribution List” on page 65)

Table 3: Voice Mail Main Menu

Access Code	Function
7	Compose a message (for options see “Voice Mail Compose List” on page 65)
8	Manage custom operator number (Not supported for stand-alone mailboxes.) [for options see “Voice Mail Custom Operator (Zero Out) List” on page 66)
* (star)	Exit the voice mail system
#	• When pressed while message header is playing, goes to directly to the message. • When pressed while message is playing, skips to the next message.

Table 4: Voicemail Message Controls

Feature	Before Mail Message	After Mail Message	During Mail Message
Rewind	NA	NA	7
Rewind to beginning	NA	NA	77
Next message	8	8	#
Forward message	6	6	6
Reply message	2	2	2
Dial Back Originator	3	3	3
Replay message	7	7	NA
Delete	4	4	4
Save	5	5	5
Pause/Unpause Play	NA	NA	8
Fast Forward	NA	NA	9
Fast Forward to the End	NA	NA	99
Skip to Previous Menu Options	*	*	*

NOTE: If you are listening to the introductory message and you press *, you will exit from voice mail.

Table 5: Voice Mail Personal Greeting List

Access Code	Function
1	No Answer greeting
2	Do Not Disturb greeting
3	Busy greeting
4	Name greeting
5	Replace personal greetings with default greetings
* (star)	Return to main voice mail menu

Table 6: Voice Mail Distribution List

Access Code	Function
1	Hear a list of all distribution groups
2	Edit a distribution group 1 - list of members 2 - add a member 3 - delete a member 4 - hear the group name 5 - change the name * - return to the previous menu
3	Create a distribution group
4	Delete a distribution group
* (star)	Return to main voice mail menu

Table 7: Voice Mail Compose List

Access Code	Function
1	Send message
2	Change message (re-record)
3	Review message (listen to recorded message)
4	Set message options (for options see “Voice Mail Message Options List” on page 66)
* (star)	Return to main voice mail menu

Table 8: Voice Mail Message Options List

Access Code	Function
1	Marks message as Urgent
2	Marks message as Private (it cannot be forwarded).
3	Requests Return Receipt - you are notified recipient as accessed the message
9	Clears all options
* (star)	Return to main voice mail menu

NOTE: Occassionally a return receipt may be returned without the recipient hearing the message if your message is the first new message and the recipient hangs up or skips to the next message before listening to the message.

NOTE: Selecting any of the numbered options immediately returns to the Voice Mail Compose List. This is also true for callers leaving voice mail who select options after leaving their voice mail.

Table 9: Voice Mail Custom Operator (Zero Out) List

Access Code	Function
1	Change number of custom operator (zero out target)
2	Restore default number of custom operator (zero out target)
* (star)	Return to main voice mail menu

Accessing Your Voice Mail

You can access your voice mailbox from several different sources:

- Your phone
- Any other internal phone
- Any touchtone phone outside your office.
- The email program on your PC (password required)

From your phone

1. Press the **messages** button or dial ***09** to access your voice mail system.

2. If you dialed *09, press the **Dial** soft key or line or speaker button or pickup the handset.
3. Enter your password (if required).

   If you have new voice mail, the messages are identified and played. Otherwise, you will be prompted with choices to play your inbox messages, play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.
4. Press the corresponding digit on your phone to select the desired voice mail function.

From any other internal phone

1. Dial **555** (or the code provided by your system administrator).

NOTE: Some phones may require a **#** after the dialed digits in order to dial the number. If you do not hear the greeting immediately after dialing the last digit. Press **#** to complete dialing.

   You hear a welcome greeting and are prompted to enter your extension number.
2. Enter your extension number. You are prompted to enter your password.
3. Enter your numeric password, followed by the **#** key.

   If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.
4. Press the corresponding digit on your phone to select the desired voice mail function.

From any outside touchtone phone

Dialing Main Number

1. Dial your main telephone number for the Auto Attendant feature and press 555 (or the code provided by your system administrator).

   You hear a welcome greeting and are prompted to enter your extension number.

NOTE: If your system is set up for direct voice mail access, dial the telephone number you have been given for voice mail system access by your system administrator.

2. Enter your extension number.

3. You will be prompted to enter your password.
4. Enter your numeric password, followed by the **#** key.

   If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.
5. Press the corresponding digit on your phone to select the desired voice mail function.

NOTE: Pressing the ***** key from the main voice mail menu will send you to the main auto-attendant menu. You may then dial extension numbers to reach internal parties or access any other feature available from the auto attendant.

Dialing Your Telephone

1. Call your telephone number.

NOTE: You must be able to dial your number directly from outside the system to use this method.

2. Wait for your phone to forward to your voice mail mailbox.
3. Press the ***** key.
4. You will be prompted to enter your password.
5. Enter your numeric password, followed by the **#** key.

   If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.
6. Press the corresponding digit on your phone to select the desired voice mail function.

NOTE: Pressing the ***** key from the main voice mail menu will send you to the main auto-attendant menu. You may then dial extension numbers to reach internal parties or access any other feature available from the auto attendant.

From the email program on your PC

1. Open your email reader.

2. Open the email message containing the voice mail.

3. Open the attachment in the email message.
   - If this is the first time you have opened a voice mail in your email application, you will be asked to associate the file type to the media player you wish to use to listen to the voice mail file type.
4. Your default media player will open.
   - If you get an error message, the voice mail has not been recorded in a compatible file format and cannot be played.
5. Select “open the file” on the dialog box that appears to play the message

   The voice mail message plays concurrently with any audio (such as music CDs or streaming music) coming from your speakers. Stop or mute other features before playing the voice mail message to increase the clarity of the message. ***DO NOT*** *mute the other applications by clicking on the speaker in the Windows System Tray since this will mute the speakers for all sources, including the voice mail you are trying to play. Also remember to check the volume level on your speakers before playing any voice mail messages.*
6. Close the media player when you are finished listing to voice mails.

Using Controls While Playing Messages

The system provides you with message control options as described in the following sections.

Rewind/Fast Forward

While listening to a message follow these steps:

- Press **7** to skip back in 5 second increments.
- Press **9** to skip forward in 5 second increments.
- Repeat the process to further rewind or fast forward.

Rewind to the Beginning of a Message

If you want to return to the beginning of the message:

- Press **77**.

Fast Forward to the End of a Message

If you want to forward to the end of a message:

- Press **99.**

Pause Play of a Message

To pause play of a message or to resume play of a paused message:

- Press **8**.

Composing Messages before Sending

The compose feature of the voice mail system allows you to record a message and review or change it before sending it to any number of users or distribution groups. You first enter the extensions and distribution group numbers of the recipients and then record and send your message.

Compose and Send a Message

1. Access the voice mail system.
2. Press **7** to select compose a message.
3. Enter the phone numbers or group numbers of those persons you want to receive the message followed by the # key.
4. When you are finished, press **#** again to complete your mailing list.
5. Record your message after the tone and press **#** when finished.
6. You are prompted to perform one of the following:
   - Press **1** to send
   - Press **2** to change
   - Press **3** to review (your message is played back to you)
   - Press **4** to set message options
   - Press ***** to return to the voice mail main menu
7. Press a number to act on your message.
   - If you pressed **1**, your message is sent and voice mail disconnects.
   - If you pressed **2**, your are returned to the prompt to record your message. Record again and follow the prompts.
   - If you pressed **3**, your message is played back to you and you are then prompted to perform an action from the previous list.
   - If you pressed **4**, go to step 8.
8. Press a number to set any message delivery options.
   - Press **1** to mark the message as urgent
   - Press **2** to mark the message as private
   - Press **3** to mark the message as return receipt requested (you want to be notified when the recipient access the message)

- Press **4** to clear message options
- Press ***** to return to the voice mail main menu

9. If you pressed any key from 1 -4, you are returned to the Compose Message menu (step 6).

10. Repeat steps 6 - 8 until you press 1 to send or * to return to the voice mail main menu or hang up.

Marking a Message as Urgent

To mark a message as urgent, which places it in the recipient(s) voice mailbox before any regular messages, follow these steps:

1. Record a message.

2. Press **#**.

3. Press **9** to mark as urgent and send.

NOTE: If your system administrator has turned on message notification, messages marked as urgent will automatically notify of the recipient that they have an urgent voice message.

Changing Your Password

The system default for your voice mail password is your extension number. To keep others from listening to your voice mail messages, you should change your password to something only you know.

1. Access the voice mail system.

2. Press **3** to change your password.

3. Enter your new password by pressing numbers on the keypad followed by **#**.

4. Enter your new password again. A prompt will tell you if you have successfully changed your password.

NOTE: If you have messages in your voice mail box, but you want to skip them and change your password, press ***** to get the main menu, then follow the above steps. Otherwise listen to your messages and then follow the above steps.

Skipping the Mail Menu to Hear Messages

To immediately begin listening to voice mail, press **#** during the voice mail menu announcement.

Returning to the Auto Attendant or Operator

When calling from outside of the VoIP system, you can escape from voice mail to the auto attendant or operator using the star (*) key. Press * to move from the selected option to the previous menu. When you reach the main voice mail menu, press * to transfer to the main number or operator, depending on your system configuration.

Zeroing Out to a Custom Operator

When callers reach your voice mail, you can give them the option to leave a message or dial zero (0) and reach your custom operator (which may be the auto attendant or another phone number). By default, the system will route callers to the auto attendant when they press zero. You can change the destination from the voice mail main menu.

> ***TIP:*** *When you record your greetings, be sure to tell callers than they can press zero (0) to be transferred to the auto attendant or to your designated alternate phone number.*

NOTE: This feature is not supported for stand-alone mailboxes.

To hear or change where pressing zero (0) goes, follow these steps:

1. Access the voice mail system.
2. Press **8** to hear or change your custom operator selection.
3. You should hear an announcement that your custom operator is a phone number you previously programmed or the default selection.

NOTE: If a custom operator is not available, you will hear a message to that effect.

4. Do one of the following:
   - Press **1** to change your custom operator number, see step 5.
   - Press **2** to restore the default custom operator, see step 6.
   - Press * to return to the voice mail main menu, see step 7.
5. If you pressed 1, enter your custom operator number, press **#** and listen to the confirmation announcement.
6. If you pressed 2, listen to the announcement that your default custom operator has been restored.
7. If you pressed *, listen to the voice mail main menu.

NOTE: Entered numbers must match a valid dial plan (i.e., extensions must match your 4-, 5- or 6-digit plan, or a valid outside number, including all necessary access and area code numbers), cannot be the same extension as your mail box, and you must be able to dial the number entered from your phone. You will receive an error message if you enter an invalid number or are not allowed to enter a long distance number as your custom operator.

TIP: *If you cannot make long distance calls from your phone and attempt to enter a long distance number as the custom operator without the access codes, the system will accept the digits, but when the caller presses zero (0), the call will be disconnected.*

Replaying a Message

To replay a voice mail message, press **7**.

Saving a Message

To save a voice mail message, press **5**.

NOTE: When you save a voice mail message, the message is moved to the saved messages, and is unavailable until you exit and re-enter voice mail.

Skipping to the Next Message

To skip to the next voice mail message, press **8** while.listening to the message header or message handling options. During the message, press **#** to skip to the next message.

Deleting a Message

To delete a voice mail message, press **4**.

NOTE: When you delete a voice mail message, the message is deleted, but the caller ID and message received information (date, time, etc.) remains in the inbox listing until you exit voice mail.

Forwarding a Message to Another Mailbox

To forward a voice mail message to another mailbox, follow these steps:

1. Press **6**.

   You hear a prompt to enter the number of the person(s) to whom you want to forward the message.

2. Enter the phone number and then either:
   - press **#** to enter another number or,
   - press **##** if this is the only (or last) person to receive the forwarded message.
3. You get a prompt to leave an introduction to the forwarded message:

   a. Record your introductory message.

   *To forward the voice mail immediately without an introductory message, press **#** immediately after the prompt.*

   b. Press **#** to accept the message.
4. Choose one of the following options to finish forwarding:
   - Press **1** to forward the message.
   - Press **2** to change the introductory message.
   - Press **3** to review the introductory message.
   - Press **9** to mark urgent and forward.
   - Press ***** to cancel the forward.

   *Press ***** at anytime to cancel the forward. If you press *, you must reenter the extension(s) and any desired introduction.*

Replying to a Message

To reply to a message you receive:

1. Press **2** to reply to the message.

   You hear a prompt to record your reply.

2. Record your reply message.
3. Press **#** to accept your message.

   Your voice mail system gives you the following options:
   - Press **1** to send reply.
   - Press **2** to change reply.
   - Press **3** to review reply.
   - Press **9** to mark urgent and reply.
   - Press ***** to cancel the reply and re-record.

   You hear the message options again.

Dialing Back a Caller

To dial a caller who left a message (if Caller ID information is available):

Press **3**.

Sending a Message Directly to an Extension

You can send a voice mail message directly to an extension without dialing their extension and having to wait for the call to roll to the voice mail system.

To go directly to someone's voice mailbox:

1. Dial **577** (or the code provided by your system administrator) on the keypad. You hear a voice prompt to enter the extension number of the person you want to send a message to.
2. Dial the extension number.
   You hear a greeting and voice prompt to enter a message.
3. Record your message and hang up.

NOTE: You can press ***** on your phone at any time during the greeting to skip to the end of it.

Personal Greetings

You can record a different voice mail greeting for each of the conditions that transfers a caller to your voice mailbox:

- when your phone rings and you don't answer it (the "No Answer" greeting)
- when you have activated the Do Not Disturb feature (if this feature is provided on your telephone)
- when you are talking on the phone (the "Busy" greeting)

Additional features include the ability to:

- Record your name so that when you leave messages for other users, they will hear your name instead of your extension.
- Replace your personal greetings with the default greetings.

TIP: *When you create your greeting be sure to tell the caller they can dial zero (0) to reach either the automated attendant or the person you have programmed to answer "zero out" calls.*

Recording Personalized Mailbox Greetings

To record a personalized greeting:

1. Access the voice mail system.
2. Press **5** from the main voice mail menu and choose the greeting you want to record by pressing the corresponding digit key.
   - Press **1** to record the No Answer greeting.
   - Press **2** to record the Do Not Disturb greeting.
   - Press **3** to record the Busy greeting.
   - Press **4** to record your name.
   - Press **5** to replace your personal greetings with the default greetings.
   - Press ***** to return to the main menu.

Listening to Your Greetings

You may want to check your personalized greetings to make sure they are still appropriate.

1. Access the voice mail system.
2. Press **4** from the main voice mail menu and choose the greeting you want to play by pressing the corresponding digit key.
   - Press **1** to play the No Answer greeting.
   - Press **2** to play the Do Not Disturb greeting.
   - Press **3** to play the Busy greeting.
   - Press **4** to play your name.
   - Press ***** to return to the main menu.

Receiving Pager Notification

The T6000 system provides the ability for you to be alerted on your mobile phone or pager that you have received a voice message. You must set this service up with your system administrator or via Web Portal.

Mobile devices support different types of alerts:

- Basic numeric pages accept only keypad phone digits (1-0, * and #).
- Cell phones support voice streaming.
- Some cell phone models can receive text-only e-mails.
- E-mail pagers can accept text-only e-mail messages.

You may choose to be alerted:

- Each time you receive any voice message.
- Only when you receive a message marked as urgent.

What You Receive on Your Pager/Cell Phone

Numeric - You receive the numbers you entered in the Pager Info box; when you set up the pager option with the system administrator. The number could be a code that means something to you.

Voice - when you answer the page, voice mail plays a welcome announcement followed by a request for the account password. Enter the password and listen to the normal voice mail menu options. If the voice message is marked as "Urgent", the first voice message you receive is the urgent message.

When someone leaves a voice mail message on your phone, the system immediately dials your pager or cellular phone. The system tries to reach you every five minutes, up to three times if you don't answer. If you take the call, but you don't enter digits at the prompt, the system acts like you never answered the call and continues trying to reach you as stated above. If you have caller id, your "office" phone number/name is displayed as the caller.

E-Mail -The message you receive, reads as follows:

Subject: Voice Mail from calling party

Body: the text entered by the system administrator (i.e. Please call me! I need to talk to you.)

NOTE: If the system administrator left the body text empty, you get as the body: calling party called you on "date" at "time".

Managing Distribution Groups

Voice messaging distribution groups can be created as either personal or corporate groups. Up to 20 personal groups can be created by individuals for their own use while up to 70 corporate groups can be created.

Corporate (customer) distribution lists are created by an administrator or a user with access to a customer's main number voice mail box and are available for use by all of a customer's users. By default, corporate group number 10 in each customer partition is named "Everyone", includes all mailboxes within a company and is available to all users. The "Everyone" group is updated whenever a mailbox assigned to the customer partition is added or deleted.

The following options are available when you access the distribution groups menu item:

- List all distribution groups
- Create a group
- Edit a group
- Delete a group
- Return to the main menu

Creating a New Group

1. Access the voice mail system.
2. Press **6** for distribution groups.
3. Press **3** to create a group.
4. Enter the number of the group to be created and record the name of the group.
   - The group number must be from the allowed range and cannot already exist as a group.
   - If the voicemail account is corporate, then allowed range is 10-79.
   - If the voicemail account is personal, then the allowed range is 80-99.
5. Press **#** to confirm or ***** to cancel.
6. Enter the extension number of one of the members of the group.
7. Press **#** key.
8. Repeat steps the previous two steps until all members are added.
9. Press the **#** key again.

   TIP: *A group can be created without any members in it. Members can be added later by using the edit menu to add members. To create a group with no members, follow the previous steps with one exception. When prompted to enter members, just press the* **#** *key.*

NOTE: To create group (corporate or company) distribution lists, you must be in the mailbox for your company's main number.

Editing or Modifying a Group

1. Access the voice mail system.
2. Press **6** for distribution groups.
3. Press **2** to edit a group.
4. Enter the number of the group to be edited.
5. Press a number to select an option from the edit menu:
   - List all members - press **1**
   - Add a member - press **2**

- Delete a member - press **3**
- Play the group name - press **4**
- Change the name - press **5**
- Go back to the previous menu - press *****.

NOTE: To edit group (corporate or company) distribution lists, you must be in the mailbox for your company's main number. If the group does not exist, the user will hear "*The group number xx does not exist, Please try again.*"

Listing All Group Members

If you pressed **1** for a list of all distribution group members, the following happens:

1. The total number of members in the group is announced.
2. The extension of each member is announced.
3. Press **#** to skip to the next entry in the list before the number being announced is finished.

Adding a Member to the Group

If you pressed **2** to add a distribution group member, do the following:

1. After the prompt, enter the extension number of the member you wish to add.
2. Press the **#** sign.
   - The extension number you entered is played back to you for confirmation.
3. Press the **#** key to add the user or ***** key to cancel.
   - If you press **#** and the member does not exist, you will hear "The member has been successfully added to this group."
   - If you press **#** and the member already exists, you will hear "The member already exists in this group, please try again."
   - If you press *****, you will be asked to reenter the extension number to add.

Deleting a Group Member

If you pressed **3** to delete a distribution group member, do the following:

1. After the prompt, enter the extension number of the member you wish to delete.
2. Press the **#** sign.
   - The extension number you entered is played back to you for confirmation.
3. Press the **#** key to delete the user or ***** key to cancel.

- If you press **#** and the member exists, you will hear “The member has been successfully deleted from this group.”
- If you press **#** and the member does not exist, you will hear “The member does not exist in this group, please try again.”
- If you press *****, you will be asked to reenter the extension number to delete.

Playing the Group Name

After accessing the voice mail system, if you pressed **4** to play the name of the distribution group, the voice mail system plays the previously recorded name of this group. If there is no recording for this group, you will hear “Unknown.”

Changing the Group Name

If you pressed **5** to change the name of the distribution group, do the following:

1. The voicemail system plays the prompt:

   “Please record the name for this group after the tone, when your recording is complete press the # key.”
2. Record the new name for the group.
3. Press the **#** sign.

NOTE: To change the group name of a (corporate or company) distribution list, you must be in the mailbox for your company's main number.

Deleting a Group

1. Access the voice mail system.
2. Press **6** for distribution groups.
3. Press **4** to delete a group.
4. Enter the number of the group to be deleted.
5. Press **#** to confirm this is the correct group or * to reject the group.

   *If you entered the wrong group number and pressed *****, you will be prompted for the number of the group to delete. Enter a different group number or press * again to return to the distribution group menu.*
6. Press **#** to finish the delete or press ***** to cancel the delete process and return to the distribution group menu.

NOTE: To delete group (corporate or company) distribution lists, you must be in the mailbox for your company's main number.

Listening to a List of Distribution Groups

1. Access the voice mail system.
2. Press **6** for distribution groups.
3. Press **1** to list all your groups.
4. Listen to the playback of your groups as follows
   - the number of groups
   - the group number
   - the group name
     - If there is no recording for the group name, you will hear “Unknown”.
     - The corporate group 10 will always be named as “Everyone”.
   - the total number of members in the group.

While reviewing the list of groups, you can skip to the next group by pressing or clicking the # button.

NOTE: To list all group (corporate or company) distribution lists, you must be in the mailbox for your company's main number.

Exiting the Voice Mail System

To exit the voice mail system, simply hang up.

Voice Mail Features (Option A Menu) 5

You can access the voice mail system on your phone by dialing ***09** or by pressing the **Voice Mail** button.

System settings determine the number (and length) of voice mail messages that are stored in your voice mailbox. If supported by your system, callers can press “0” while they are “in” your mailbox to transfer to your main number or operator.

The voice mail system also provides both personal and group distribution lists which let you send a voice mail to a defined group of people as easily as sending a voice mail to a single user. Combining the ability to compose a voice mail message before sending it with a distribution list, you can easily create and send a voice mail message to multiple users or lists.

NOTE: The voice mail system can only save a certain number messages as configured by your service provider. If the maxium number of messages is reached and you receive a new voice mail message, it will not be stored. You must delete some old voice mail messages to receive any more.

Menus and Commands

The following commands allow you to access your voice mail system.

Table 10: Voice Mail Menu Keys

Access Code	Function
Top Menu	
1	Play inbox messages
2	Compose a message
3	Play saved messages
4	Playback personal greetings
5	Record personal greetings (for options see “Voice Mail Personal Greeting List” on page 86)
6	Access personal distribution groups (for options see “Voice Mail Distribution List” on page 86)
7	Change password

Table 10: Voice Mail Menu Keys

Access Code	Function
8	Hear or change custom operator number (Not supported for stand-alone mailboxes) [for options see “Voice Mail Custom Operator (Zero Out) List” on page 87)
***** (star)	Exit the voice mail system
Play Control Keys	
* (star)	• When pressed while sender, date, and time information (message header) is playing, returns to Alternate Voice Mail Top Menu • When pressed while message is playing, returns to message header.
#	• When pressed while message header is playing, goes to directly to the message. • When pressed while message is playing, goes to Message Handling Control Menu.
1	Rewind
11	Rewind to the beginning
2	Pause/Resume
3	Fast Forward
33	Fast Forward to the end
Message Handling Message Control Menu	
* (star)	Return to Alternate Voice Mail Top Menu
#	Next message
4	Replay message
6	Forward
7	Delete
8	Reply
9	Save
88	Call originator

Table 11: Voicemail Message Handling Controls

Feature	Before Mail Message	After Mail Message	During Mail Message
Rewind	NA	NA	1
Rewind to beginning	NA	NA	11

Table 11: Voicemail Message Handling Controls

Feature	Before Mail Message	After Mail Message	During Mail Message
Fast Forward	NA	NA	
Fast Forward to end	NA	NA	
Next	#	#	NA
Pause/Unpause Play	NA	NA	
Main Menu	*	*	NA
Return to message header	NA	NA	*
Message Handling Menu	NA	NA	#

Table 12: Voice Mail Message Controls

Feature	Before Mail Message	After Mail Message	During Mail Message
Return to Envelope	NA	NA	* (star)
Return to Previous Menu	* (star)	* (star)	NA
Skip Envelope	#	NA	NA
Go to Next Message	NA	#	NA
Rewind	NA	NA	1
Rewind to the beginning	NA	NA	11
Pause/Resume	NA	NA	2
Fast Forward	NA	NA	3
Fast Forward to the end	NA	NA	33 or #
Replay message	NA	4	#4
Forward	NA	6	#6
Delete	NA	7	#7
Reply	NA	8	#8
Save	NA	9	#9
Call originator	NA	88	#88

Table 13: Voice Mail Personal Greeting List

Access Code	Function
1	No Answer greeting
2	Do Not Disturb greeting
3	Busy greeting
4	Name greeting
5	Replace personal greetings with default greetings
* (star)	Return to main voice mail menu

Table 14: Voice Mail Distribution List

Access Code	Function
1	Hear a list of all distribution groups
2	Edit a distribution group 1 - list of members 2 - add a member 3 - delete a member 4 - hear the group name 5 - change the name * - return to the previous menu
3	Create a distribution group
4	Delete a distribution group
* (star)	Return to main voice mail menu

Table 15: Voice Mail Compose List

Access Code	Function
1	Send message
2	Change message (re-record)
3	Review message (listen to recorded message)
4	Set message options (for options see “Voice Mail Message Options List” on page 87)
* (star)	Return to main voice mail menu

Table 16: Voice Mail Message Options List

Access Code	Function
1	Marks message as Urgent
2	Marks message as Private (it cannot be forwarded)
3	Requests Return Receipt - you are notified recipient as accessed the message
9	Clears all options
* (star)	Return to main voice mail menu

NOTE: Occassionally a return receipt may be returned without the recipient hearing the message if your message is the first new message and the recipient hangs up or skips to the next message before listening to the message.

NOTE: Selecting any of the numbered options immediately returns to the Voice Mail Compose List. This is also true for callers leaving voice mail who select options after leaving their voice mail.

Table 17: Voice Mail Custom Operator (Zero Out) List

Access Code	Function
1	Change number of custom operator (zero out target)
2	Restore default number of custom operator (zero out target)
* (star)	Return to main voice mail menu

Accessing Your Voice Mail

You can access your voice mailbox from several different sources:

- Your phone
- Any other internal phone
- Any touchtone phone outside your office.
- The email program on your PC (password required)

From your phone

1. Press the **messages** button or dial ***09** to access your voice mail system.

2. If you dialed *09, press the **Dial** soft key or line or speaker button or pickup the handset.
3. Enter your password (if required).

   If you have new voice mail, the messages are identified and played. Otherwise, you will be prompted with choices to play your inbox messages, play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.
4. Press the corresponding digit on your phone to select the desired voice mail function.

From any other internal phone

1. Dial **555** (or the code provided by your system administrator).

NOTE: Some phones may require a **#** after the dialed digits in order to dial the number. If you do not hear the greeting immediately after dialing the last digit. Press **#** to complete dialing.

   You hear a welcome greeting and are prompted to enter your extension number.
2. Enter your extension number. You are prompted to enter your password.
3. Enter your numeric password, followed by the **#** key.

   If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.
4. Press the corresponding digit on your phone to select the desired voice mail function.

From any outside touchtone phone

Dialing Main Number

1. Dial your main telephone number for the Auto Attendant feature and press 555 (or the code provided by your system administrator).

   You hear a welcome greeting and are prompted to enter your extension number.

NOTE: If your system is set up for direct voice mail access, dial the telephone number you have been given for voice mail system access by your system administrator.

2. Enter your extension number.

3. You will be prompted to enter your password.
4. Enter your numeric password, followed by the **#** key.

   If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.
5. Press the corresponding digit on your phone to select the desired voice mail function.

NOTE: Pressing the ***** key from the main voice mail menu will send you to the main auto-attendant menu. You may then dial extension numbers to reach internal parties or access any other feature available from the auto attendant.

Dialing Your Telephone

1. Call your telephone number.

NOTE: You must be able to dial your number directly from outside the system to use this method.

2. Wait for your phone to forward to your voice mail mailbox.
3. Press the ***** key.
4. You will be prompted to enter your password.
5. Enter your numeric password, followed by the **#** key.

   If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.
6. Press the corresponding digit on your phone to select the desired voice mail function.

NOTE: Pressing the ***** key from the main voice mail menu will send you to the main auto-attendant menu. You may then dial extension numbers to reach internal parties or access any other feature available from the auto attendant.

From the email program on your PC

1. Open your email reader.

2. Open the email message containing the voice mail.

3. Open the attachment in the email message.
   - If this is the first time you have opened a voice mail in your email application, you will be asked to associate the file type to the media player you wish to use to listen to the voice mail file type.
4. Your default media player will open.
   - If you get an error message, the voice mail has not been recorded in a compatible file format and cannot be played.
5. Select “open the file” on the dialog box that appears to play the message

   The voice mail message plays concurrently with any audio (such as music CDs or streaming music) coming from your speakers. Stop or mute other features before playing the voice mail message to increase the clarity of the message. ***DO NOT*** *mute the other applications by clicking on the speaker in the Windows System Tray since this will mute the speakers for all sources, including the voice mail you are trying to play. Also remember to check the volume level on your speakers before playing any voice mail messages.*
6. Close the media player when you are finished listing to voice mails.

Using Controls While Playing Messages

The system provides you with message control options as described in the following sections.

Rewind/Fast Forward

While listening to a message follow these steps:

- Press **1** to skip back in 5 second increments.
- Press **3** to skip forward in 5 second increments.
- Repeat the process to further rewind or fast forward.

Rewind to the Beginning of a Message

If you want to return to the beginning of the message:

- Press **11**.

Fast Forward to the End of a Message

If you want to forward to the end of a message:

- Press **33.**

Pause Play of a Message

To pause play of a message or to resume play of a paused message:

- Press **2**.

Composing Messages before Sending

The compose feature of the voice mail system allows you to record a message and review or change it before sending it to any number of users or distribution groups. You first enter the extensions and distribution group numbers of the recipients and then record and send your message.

Compose and Send a Message

1. Access the voice mail system.
2. Press **2** to select compose a message.
3. Enter the phone numbers or group numbers of those persons you want to receive the message followed by the # key.
4. When you are finished, press # again to complete your mailing list.
5. Record your message after the tone and press **#** when finished.
6. You are prompted to perform one of the following:
   - Press **1** to send
   - Press **2** to change
   - Press **3** to review (your message is played back to you)
   - Press **4** to set message options
7. Press a number to act on your message.
   - If you pressed **1**, your message is sent and voice mail disconnects.
   - If you pressed **2**, your are returned to the prompt to record your message. Record again and follow the prompts.
   - If you pressed **3**, your message is played back to you and you are then prompted to perform an action from the previous list.
   - If you pressed **4**, go to step 8.
8. Press a number to set any message delivery options.
   - Press **1** to mark the message as urgent
   - Press **2** to mark the message as private
   - Press **3** to mark the message as return receipt requested (you want to be notified when the recipient access the message)
   - Press **4** to clear message options

- Press * to return to the voice mail main menu

9. If you pressed any key from 1 -4, you are returned to the Compose Message menu (step 6).
10. Repeat steps 6 - 8 until you press 1 to send or * to return to the voice mail main menu or hang up.

Marking a Message as Urgent

To mark a message as urgent, which places it in the recipient(s) voice mailbox before any regular messages, follow these steps:

1. Record a message.
2. Press **#**.
3. Press **1** to mark as urgent and send.

NOTE: If your system administrator has turned on message notification, messages marked as urgent will automatically notify of the recipient that they have an urgent voice message.

Changing Your Password

The system default for your voice mail password is your extension number. To keep others from listening to your voice mail messages, you should change your password to something only you know.

1. Access the voice mail system.
2. Press **7** to change your password.
3. Enter your new password by pressing numbers on the keypad followed by **#**.
4. Enter your new password again. A prompt will tell you if you have successfully changed your password.

NOTE: If you have messages in your voice mail box, but you want to skip them and change your password, press * to get the main menu, then follow the above steps. Otherwise listen to your messages and then follow the above steps.

Skipping the Mail Menu to Hear Messages

To immediately begin listening to voice mail, press **#** during the voice mail menu announcement.

Returning to the Auto Attendant or Operator

When calling from outside of the VoIP system, you can escape from voice mail to the auto attendant or operator using the star (*) key. Press * to move from the selected option to the previous menu. When you reach the main voice mail menu, press * to transfer to the main number or operator, depending on your system configuration.

Zeroing Out to a Custom Operator

When callers reach your voice mail, you can give them the option to leave a message or dial zero (0) and reach your custom operator (which may be the auto attendant or another phone number). By default, the system will route callers to the auto attendant when they press zero. You can change the destination from the voice mail main menu.

> ***TIP:*** *When you record your greetings, be sure to tell callers than they can press zero (0) to be transferred to the auto attendant or to your designated alternate phone number.*

NOTE: This feature is not supported for stand-alone mailboxes.

To hear or change where pressing zero (0) goes, follow these steps:

1. Access the voice mail system.
2. Press **8** to hear or change your custom operator selection.
3. You should hear an announcement that your custom operator is a phone number you previously programmed or the default selection.

NOTE: If a custom operator is not available, you will hear a message to that effect.

4. Do one of the following:
   - Press **1** to change your custom operator number, see step 5.
   - Press **2** to restore the default custom operator, see step 6.
   - Press * to return to the voice mail main menu, see step 7.
5. If you pressed 1, enter your custom operator number, press **#** and listen to the confirmation announcement.
6. If you pressed 2, listen to the announcement that your default custom operator has been restored.
7. If you pressed *, listen to the voice mail main menu.

NOTE: Entered numbers must match a valid dial plan (i.e., extensions must match your 4-, 5- or 6-digit plan, or a valid outside number, including all necessary access and area code numbers), cannot be the same extension as your mail box, and you must be able to dial the number entered from your phone. You will receive an error message if you enter an invalid number or are not allowed to enter a long distance number as your custom operator.

TIP: *If you cannot make long distance calls from your phone and attempt to enter a long distance number as the custom operator without the access codes, the system will accept the digits, but when the caller presses zero (0), the call will be disconnected.*

Replaying a Message

To replay a voice mail message, press **4**.

Saving a Message

To save a voice mail message, press **9**.

NOTE: When you save a voice mail message, the message is moved to the saved messages, and is unavailable until you exit and re-enter voice mail.

Skipping to the Next Message

To skip to the next voice mail message:

- Press **###** while.listening to the message header
- Press **##** while.listening to the message.
- Press **#** while.listening to the message handling options.

Deleting a Message

To delete a voice mail message, press **7**.

NOTE: When you delete a voice mail message, the message is deleted, but the caller ID and message received information (date, time, etc.) remains in the inbox listing until you exit voice mail.

Forwarding a Message to Another Mailbox

To forward a voice mail message to another mailbox, follow these steps:

1. Press **6**.

   You hear a prompt to enter the number of the person(s) to whom you want to forward the message.

2. Enter the phone number and then either:
   - press **#** to enter another number or,
   - press **##** if this is the only (or last) person to receive the forwarded message.
3. You get a prompt to leave an introduction to the forwarded message:
   a. Record your introductory message.

   *To forward the voice mail immediately without an introductory message, press **#** immediately after the prompt.*

   b. Press **#** to accept the message.
4. Choose one of the following options to finish forwarding:
   - Press **1** to forward the message.
   - Press **2** to change the introductory message.
   - Press **3** to review the introductory message.
   - Press **9** to mark urgent and forward.
   - Press ***** to cancel the forward.

   *Press ***** at anytime to cancel the forward. If you press *, you must reenter the extension(s) and any desired introduction.*

Replying to a Message

To reply to a message you receive:

1. Press **2** to reply to the message.

   You hear a prompt to record your reply.

2. Record your reply message.
3. Press **#** to accept your message.

   Your voice mail system gives you the following options:
   - Press **1** to send reply.
   - Press **2** to change reply.
   - Press **3** to review reply.
   - Press **9** to mark urgent and reply.

- Press * to cancel the reply and re-record.

You hear the message options again.

Dialing Back a Caller

To dial a caller who left a message (if Caller ID information is available):

Press **88**.

Sending a Message Directly to an Extension

You can send a voice mail message directly to an extension without dialing their extension and having to wait for the call to roll to the voice mail system.

To go directly to someone's voice mailbox:

1. Dial **577** (or the code provided by your system administrator) on the keypad. You hear a voice prompt to enter the extension number of the person you want to send a message to.
2. Dial the extension number.
   You hear a greeting and voice prompt to enter a message.
3. Record your message and hang up.

NOTE: You can press * on your phone at any time during the greeting to skip to the end of it.

Personal Greetings

You can record a different voice mail greeting for each of the conditions that transfers a caller to your voice mailbox:

- when your phone rings and you don't answer it (the "No Answer" greeting)
- when you have activated the Do Not Disturb feature (if this feature is provided on your telephone)
- when you are talking on the phone (the "Busy" greeting)

Additional features include the ability to:

- Record your name so that when you leave messages for other users, they will hear your name instead of your extension.
- Replace your personal greetings with the default greetings.

TIP: *When you create your greeting be sure to tell the caller they can dial zero (0) to reach either the automated attendant or the person you have programmed to answer "zero out" calls.*

Recording Personalized Mailbox Greetings

To record a personalized greeting:

1. Access the voice mail system.
2. Press **5** from the main voice mail menu and choose the greeting you want to record by pressing the corresponding digit key.
   - Press **1** to record the No Answer greeting.
   - Press **2** to record the Do Not Disturb greeting.
   - Press **3** to record the Busy greeting.
   - Press **4** to record your name.
   - Press **5** to replace your personal greetings with the default greetings.
   - Press ***** to return to the main menu.

Listening to Your Greetings

You may want to check your personalized greetings to make sure they are still appropriate.

1. Access the voice mail system.
2. Press **4** from the main voice mail menu and choose the greeting you want to play by pressing the corresponding digit key.
   - Press **1** to play the No Answer greeting.
   - Press **2** to play the Do Not Disturb greeting.
   - Press **3** to play the Busy greeting.
   - Press **4** to play your name.
   - Press ***** to return to the main menu.

Receiving Pager Notification

The T6000 system provides the ability for you to be alerted on your mobile phone or pager that you have received a voice message. You must set this service up with your system administrator or via Web Portal.

Mobile devices support different types of alerts:

- Basic numeric pages accept only keypad phone digits (1-0, * and #).
- Cell phones support voice streaming.
- Some cell phone models can receive text-only e-mails.

- E-mail pagers can accept text-only e-mail messages.

You may choose to be alerted:

- Each time you receive any voice message.
- Only when you receive a message marked as urgent.

What You Receive on Your Pager/Cell Phone

Numeric - You receive the numbers you entered in the Pager Info box; when you set up the pager option with the system administrator. The number could be a code that means something to you.

Voice - when you answer the page, voice mail plays a welcome announcement followed by a request for the account password. Enter the password and listen to the normal voice mail menu options. If the voice message is marked as "Urgent", the first voice message you receive is the urgent message.

When someone leaves a voice mail message on your phone, the system immediately dials your pager or cellular phone. The system tries to reach you every five minutes, up to three times if you don't answer. If you take the call, but you don't enter digits at the prompt, the system acts like you never answered the call and continues trying to reach you as stated above. If you have caller id, your "office" phone number/name is displayed as the caller.

E-Mail -The message you receive, reads as follows:

Subject: Voice Mail from calling party

Body: the text entered by the system administrator (i.e. Please call me! I need to talk to you.)

NOTE: If the system administrator left the body text empty, you get as the body: calling party called you on "date" at "time".

Managing Distribution Groups

Voice messaging distribution groups can be created as either personal or corporate groups. Up to 20 personal groups can be created by individuals for their own use while up to 70 corporate groups can be created.

Corporate (customer) distribution lists are created by an administrator or a user with access to a customer's main number voice mail box and are available for use by all of a customer's users. By default, corporate group number 10 in each customer partition is named "Everyone", includes all mailboxes within a company and is available to all users. The "Everyone" group is updated whenever a mailbox assigned to the customer partition is added or deleted.

The following options are available when you access the distribution groups menu item:

- List all distribution groups
- Create a group
- Edit a group
- Delete a group
- Return to the main menu

Creating a New Group

1. Access the voice mail system.
2. Press **6** for distribution groups.
3. Press **3** to create a group.
4. Enter the number of the group to be created and record the name of the group.
   - The group number must be from the allowed range and cannot already exist as a group.
   - If the voicemail account is corporate, then allowed range is 10-79.
   - If the voicemail account is personal, then the allowed range is 80-99.
5. Press **#** to confirm or ***** to cancel.
6. Enter the extension number of one of the members of the group.
7. Press **#** key.
8. Repeat steps the previous two steps until all members are added.
9. Press the **#** key again.

   TIP: *A group can be created without any members in it. Members can be added later by using the edit menu to add members. To create a group with no members, follow the previous steps with one exception. When prompted to enter members, just press the* ***#*** *key.*

NOTE: To create group (corporate or company) distribution lists, you must be in the mailbox for your company's main number.

Editing or Modifying a Group

1. Access the voice mail system.
2. Press **6** for distribution groups.
3. Press **2** to edit a group.
4. Enter the number of the group to be edited.
5. Press a number to select an option from the edit menu:

- List all members - press **1**
- Add a member - press **2**
- Delete a member - press **3**
- Play the group name - press **4**
- Change the name - press **5**
- Go back to the previous menu - press *****.

NOTE: To edit group (corporate or company) distribution lists, you must be in the mailbox for your company's main number. If the group does not exist, the user will hear "*The group number xx does not exist, Please try again.*"

List All Group Members

If you pressed **1** for a list of all distribution group members, the following happens:

1. The total number of members in the group is announced.
2. The extension of each member is announced.
3. Press **#** to skip to the next entry in the list before the number being announced is finished.

Add a Member to the Group

If you pressed **2** to add a distribution group member, do the following:

1. After the prompt, enter the extension number of the member you wish to add.
2. Press the **#** sign.
   - The extension number you entered is played back to you for confirmation.
3. Press the **#** key to add the user or ***** key to cancel.
   - If you press **#** and the member does not exist, you will hear "The member has been successfully added to this group."
   - If you press **#** and the member already exists, you will hear "The member already exists in this group, please try again."
   - If you press *****, you will be asked to reenter the extension number to add.

Delete Group Member

If you pressed **3** to delete a distribution group member, do the following:

1. After the prompt, enter the extension number of the member you wish to delete.
2. Press the **#** sign.
   - The extension number you entered is played back to you for confirmation.

3. Press the **#** key to delete the user or ***** key to cancel.
   - If you press **#** and the member exists, you will hear “The member has been successfully deleted from this group.”
   - If you press **#** and the member does not exist, you will hear “The member does not exist in this group, please try again.”
   - If you press *****, you will be asked to reenter the extension number to delete.

Play the Group Name

After accessing the voice mail system, if you pressed **4** to play the name of the distribution group, the voice mail system plays the previously recorded name of this group. If there is no recording for this group, you will hear “Unknown.”

Change the Group Name

If you pressed **5** to change the name of the distribution group, do the following:

1. The voicemail system plays the prompt:

   “Please record the name for this group after the tone, when your recording is complete press the # key.”
2. Record the new name for the group.
3. Press the **#** sign.

NOTE: To change the group name of a (corporate or company) distribution list, you must be in the mailbox for your company's main number.

Deleting a Group

1. Access the voice mail system.
2. Press **6** for distribution groups.
3. Press **4** to delete a group.
4. Enter the number of the group to be deleted.
5. Press **#** to confirm this is the correct group or * to reject the group.

   *If you entered the wrong group number and pressed *, you will be prompted for the number of the group to delete. Enter a different group number or press * again to return to the distribution group menu.*
6. Press **#** to finish the delete or press ***** to cancel the delete process and return to the distribution group menu.

NOTE: To delete group (corporate or company) distribution lists, you must be in the mailbox for your company's main number.

Listening to a List of Distribution Groups

1. Access the voice mail system.
2. Press **6** for distribution groups.
3. Press **1** to list all your groups.
4. Listen to the playback of your groups as follows
   - the number of groups
   - the group number
   - the group name
     - If there is no recording for the group name, you will hear “Unknown”.
     - The corporate group 10 will always be named as “Everyone”.
   - the total number of members in the group.

While reviewing the list of groups, you can skip to the next group by pressing or clicking the # button.

NOTE: To list all group (corporate or company) distribution lists, you must be in the mailbox for your company's main number.

Exiting the Voice Mail System

To exit the voice mail system, simply hang up.

Voice Mail Features (Option B Menu) 6

You can access the voice mail system on your phone by dialing ***09** or by pressing the **Voice Mail** button.

System settings determine the number (and length) of voice mail messages that are stored in your voice mailbox. If supported by your system, callers can press “0” while they are “in” your mailbox to transfer to your main number or operator.

The voice mail system also provides both personal and group distribution lists which let you send a voice mail to a defined group of people as easily as sending a voice mail to a single user. Combining the ability to compose a voice mail message before sending it with a distribution list, you can easily create and send a voice mail message to multiple users or lists.

NOTE: The voice mail system can only save a certain number messages as configured by your service provider. If the maxium number of messages is reached and you receive a new voice mail message, it will not be stored. You must delete some old voice mail messages to receive any more.

Menus and Commands

The following commands allow you to access your voice mail system.

Table 18: Voice Mail Main Menu

Access Code	Function
4	Record and listen to personal greetings (for options see “Voice Mail Personal Greeting List” on page 104)
5	Play new messages
192	Play saved messages
6	Compose a message (for options see “Voice Mail Compose List” on page 105)
16	Mailbox Options (for options see “Voice Mail Malbox Options List” on page 106)
9	Exit the voice mail system

Table 19: Voicemail Message Controls

Feature	Before Mail Message	After Mail Message	During Mail Message
Rewind	NA	NA	2
Rewind to beginning	NA	NA	22
Delete	3	3	3
Fast Forward	NA	NA	4
Fast Forward to end	NA	NA	44, #
Next	5	5	5
Save	7	7	7
Pause/Unpause Play	NA	NA	*
Replay	8	8	NA
Forward	13	13	13
Call Back Originator	14	14	14
Reply	17	17	17
Main Menu	*	*	NA

Table 20: Voice Mail Personal Greeting List

Access Code	Record	Play
1	No Answer greeting	No Answer greeting
2	Do Not Disturb greeting	Do Not Disturb greeting
3	Busy greeting	Busy greeting
4	Replace with default greetings	Name
5	Play personal greetings	NA
#	Return to main voice mail menu	NA
***** (star)	NA	Return to main voice mail menu

Table 21: Voice Mail Distribution List

Access Code	Function
1	Hear a list of all distribution groups

Table 21: Voice Mail Distribution List

Access Code	Function
2	Edit a distribution group 1 - list of members 2 - add a member 3 - delete a member 4 - hear the group name 5 - change the name * - return to the previous menu
3	Create a distribution group
4	Delete a distribution group
* (star)	Return to main voice mail menu

Table 22: Voice Mail Compose List

Access Code	Function
1	Send message
2	Change message (re-record)
3	Review message (listen to recorded message)
#	Set message options (for options see “Voice Mail Message Options List” on page 105)

Table 23: Voice Mail Message Options List

Access Code	Function
1	Requests Return Receipt (you are notified recipient as accessed the message) and sends the message
4	Marks message as Private (it cannot be forwarded) and then sends the message
6	Marks message as Urgent and sends the message
#	Sends the message without any options

NOTE: Occassionally a return receipt may be returned without the recipient hearing the message if your message is the first new message and the recipient hangs up or skips to the next message before listening to the message.

NOTE: Selecting any of the numbered options immediately returns to the Voice Mail Compose List. This is also true for callers leaving voice mail who select options after leaving their voice mail.

Table 24: Voice Mail Custom Operator (Zero Out) List

Access Code	Function
1	Change number of custom operator (zero out target)
2	Restore default number of custom operator (zero out target)
* (star)	Return to main voice mail menu

Table 25: Voice Mail Malbox Options List

Access Code	Function
2	Change Password
5	Custom Operator Assistant
6	Personal Distribution Groups
8	Record Name
#	Main Menu

Accessing Your Voice Mail

You can access your voice mailbox from several different sources:

- Your phone
- Any other internal phone
- Any touchtone phone outside your office.
- The email program on your PC (password required)

From your phone

1. Press the **messages** button or dial ***09** to access your voice mail system.
2. If you dialed *09, press the **Dial** soft key or line or speaker button or pickup the handset.
3. Enter your password (if required).

   If you have new voice mail, the messages are identified and played. Otherwise, you will be prompted with choices to play your inbox messages, play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.

4. Press the corresponding digit on your phone to select the desired voice mail function.

From any other internal phone

1. Dial **555** (or the code provided by your system administrator).

NOTE: Some phones may require a **#** after the dialed digits in order to dial the number. If you do not hear the greeting immediately after dialing the last digit. Press **#** to complete dialing.

You hear a welcome greeting and are prompted to enter your extension number.

2. Enter your extension number. You are prompted to enter your password.
3. Enter your numeric password, followed by the **#** key.

   If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.
4. Press the corresponding digit on your phone to select the desired voice mail function.

From any outside touchtone phone

Dialing Main Number

1. Dial your main telephone number for the Auto Attendant feature and press 555 (or the code provided by your system administrator).

   You hear a welcome greeting and are prompted to enter your extension number.

NOTE: If your system is set up for direct voice mail access, dial the telephone number you have been given for voice mail system access by your system administrator.

2. Enter your extension number.
3. You will be prompted to enter your password.
4. Enter your numeric password, followed by the **#** key.

   If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.

5. Press the corresponding digit on your phone to select the desired voice mail function.

NOTE: Pressing the * key from the main voice mail menu will send you to the main auto-attendant menu. You may then dial extension numbers to reach internal parties or access any other feature available from the auto attendant.

Dialing Your Telephone

1. Call your telephone number.

NOTE: You must be able to dial your number directly from outside the system to use this method.

2. Wait for your phone to forward to your voice mail mailbox.
3. Press the * key.
4. You will be prompted to enter your password.
5. Enter your numeric password, followed by the # key.

   If you have new, or previously heard but not saved or deleted, voice mail, the message is identified and played. Otherwise, you are prompted with choices to play your saved messages, change your password, playback your greetings, record new greetings, or exit the voice mail system.
6. Press the corresponding digit on your phone to select the desired voice mail function.

NOTE: Pressing the * key from the main voice mail menu will send you to the main auto-attendant menu. You may then dial extension numbers to reach internal parties or access any other feature available from the auto attendant.

From the email program on your PC

1. Open your email reader.
2. Open the email message containing the voice mail.

3. Open the attachment in the email message.
   - If this is the first time you have opened a voice mail in your email application, you will be asked to associate the file type to the media player you wish to use to listen to the voice mail file type.
4. Your default media player will open.

- If you get an error message, the voice mail has not been recorded in a compatible file format and cannot be played.

5. Select “open the file” on the dialog box that appears to play the message

   The voice mail message plays concurrently with any audio (such as music CDs or streaming music) coming from your speakers. Stop or mute other features before playing the voice mail message to increase the clarity of the message. ***DO NOT*** *mute the other applications by clicking on the speaker in the Windows System Tray since this will mute the speakers for all sources, including the voice mail you are trying to play. Also remember to check the volume level on your speakers before playing any voice mail messages.*

6. Close the media player when you are finished listing to voice mails.

Using Controls While Playing Messages

The system provides you with message control options as described in the following sections.

Rewind/Fast Forward

While listening to a message follow these steps:

- Press **2** to skip back in 5 second increments.
- Press **4** to skip forward in 5 second increments.
- Repeat the process to further rewind or fast forward.

Rewind to the Beginning of a Message

If you want to return to the beginning of the message:

- Press **22**.

Fast Forward to the End of a Message

If you want to forward to the end of a message:

- Press **44.**

Pause Play of a Message

To pause play of a message or to resume play of a paused message:

- Press ***.

Composing Messages before Sending

The compose feature of the voice mail system allows you to record a message and review or change it before sending it to any number of users or distribution groups. You first enter the extensions and distribution group numbers of the recipients and then record and send your message.

Compose and Send a Message

1. Access the voice mail system.
2. Press **6** to select compose a message.
3. Enter the phone numbers or group numbers of those persons you want to receive the message followed by the # key.
4. When you are finished, press # again to complete your mailing list.
5. Record your message after the tone and press **#** when finished.
6. You are prompted to perform one of the following:
   - Press **1** to send
   - Press **2** to change
   - Press **3** to review (your message is played back to you)
   - Press **#** to set message options
7. Press a number to act on your message.
   - If you pressed **1**, your message is sent and voice mail disconnects.
   - If you pressed **2**, your are returned to the prompt to record your message. Record again and follow the prompts.
   - If you pressed **3**, your message is played back to you and you are then prompted to perform an action from the previous list.
   - If you pressed **#**, go to step 8.
8. Press a number to set any message delivery options.
   - Press **1** to mark the message as return receipt requested (you want to be notified when the recipient access the message)
   - Press **4** to mark the message as private
   - Press **6** to mark the message as urgent
   - Press **#** to send the message without any options

Marking a Message as Urgent

To mark a message as urgent, which places it in the recipient(s) voice mailbox before any regular messages, follow these steps:

1. Record a message.

2. Press **#**.
3. Press **6** to mark as urgent and send.

NOTE: If your system administrator has turned on message notification, messages marked as urgent will automatically notify of the recipient that they have an urgent voice message.

Changing Your Password

The system default for your voice mail password is your extension number. To keep others from listening to your voice mail messages, you should change your password to something only you know.

1. Access the voice mail system.
2. Press **16** to access the Mailbox Options menu.
3. Press **2** to change your password.
4. Enter your new password by pressing numbers on the keypad followed by **#**.
5. Enter your new password again. A prompt will tell you if you have successfully changed your password.

NOTE: If you have messages in your voice mail box, but you want to skip them and change your password, press ***** to get the main menu, then follow the above steps. Otherwise listen to your messages and then follow the above steps.

Skipping the Mail Menu to Hear Messages

To immediately begin listening to voice mail, press **5** during the voice mail menu announcement.

Returning to the Auto Attendant or Operator

When calling from outside of the VoIP system, you can escape from voice mail to the auto attendant or operator using the star (*****) key. Press ***** or **#** (as directed by the prompts) to move from the selected option to the previous menu. When you reach the main voice mail menu, press **9** to transfer to the main number or operator.

Zeroing Out to a Custom Operator

When callers reach your voice mail, you can give them the option to leave a message or dial zero (0) and reach your custom operator (which may be the auto attendant or another phone number). By default, the system will route callers to the auto attendant when they press zero. You can change the destination from the voice mail main menu.

> ***TIP:*** *When you record your greetings, be sure to tell callers than they can press zero (0) to be transferred to the auto attendant or to your designated alternate phone number.*

NOTE: This feature is not supported for stand-alone mailboxes.

To hear or change where pressing zero (0) goes, follow these steps:

1. Access the voice mail system.
2. Press **16** to access the Mailbox Options menu.
3. Press **5** to hear or change your custom operator selection.
4. You should hear an announcement that your custom operator is a phone number you previously programmed or the default selection.

NOTE: If a custom operator is not available, you will hear a message to that effect.

5. Do one of the following:
   - Press **1** to change your custom operator number, see step 6.
   - Press **2** to restore the default custom operator, see step 7.
   - Press ***** to return to the voice mail main menu, see step 8.
6. If you pressed 1, enter your custom operator number, press **#** and listen to the confirmation announcement.
7. If you pressed 2, listen to the announcement that your default custom operator has been restored.
8. If you pressed *, listen to the voice mail main menu.

NOTE: Entered numbers must match a valid dial plan (i.e., extensions must match your 4-, 5- or 6-digit plan, or a valid outside number, including all necessary access and area code numbers), cannot be the same extension as your mail box, and you must be able to dial the number entered from your phone. You will receive an error message if you enter an invalid number or are not allowed to enter a long distance number as your custom operator.

TIP: *If you cannot make long distance calls from your phone and attempt to enter a long distance number as the custom operator without the access codes, the system will accept the digits, but when the caller presses zero (0), the call will be disconnected.*

Replaying a Message

To replay a voice mail message, press **8**.

Saving a Message

To save a voice mail message, press **7**.

NOTE: When you save a voice mail message, the message is moved to the saved messages, and is unavailable until you exit and re-enter voice mail.

Skipping to the Next Message

To skip to the next voice mail message, press **5** at any time.

Deleting a Message

To delete a voice mail message, press **3**.

NOTE: When you delete a voice mail message, the message is deleted, but the caller ID and message received information (date, time, etc.) remains in the inbox listing until you exit voice mail.

Forwarding a Message to Another Mailbox

To forward a voice mail message to another mailbox, follow these steps:

1. Press **13**.

   You hear a prompt to enter the number of the person(s) to whom you want to forward the message.

2. Enter the phone number and then either:
   - press **#** to enter another number or,
   - press **##** if this is the only (or last) person to receive the forwarded message.
3. You get a prompt to leave an introduction to the forwarded message:

a. Record your introductory message.

*To forward the voice mail immediately without an introductory message, press **#** immediately after the prompt.*

b. Press **#** to accept the message.

4. Choose one of the following options to finish forwarding:

- Press **1** to forward the message.
- Press **2** to change the introductory message.
- Press **3** to review the introductory message.
- Press **9** to mark urgent and forward.
- Press ***** to cancel the forward.

*Press ***** at anytime to cancel the forward. If you press *, you must reenter the extension(s) and any desired introduction.*

Replying to a Message

To reply to a message you receive:

1. Press **17** to reply to the message.

You hear a prompt to record your reply.

2. Record your reply message.

3. Press **#** to accept your message.

Your voice mail system gives you the following options:

- Press **1** to send reply.
- Press **2** to change reply.
- Press **3** to review reply.
- Press **9** to mark urgent and reply.
- Press ***** to cancel the reply and re-record.

You hear the message options again.

Dialing Back a Caller

To dial a caller who left a message (if Caller ID information is available):

Press **14**.

Sending a Message Directly to an Extension

You can send a voice mail message directly to an extension without dialing their extension and having to wait for the call to roll to the voice mail system.

To go directly to someone's voice mailbox:

1. Dial **577** (or the code provided by your system administrator) on the keypad. You hear a voice prompt to enter the extension number of the person you want to send a message to.
2. Dial the extension number.
   You hear a greeting and voice prompt to enter a message.
3. Record your message and hang up.

NOTE: You can press ***** on your phone at any time during the greeting to skip to the end of it.

Personal Greetings

You can record a different voice mail greeting for each of the conditions that transfers a caller to your voice mailbox:

- when your phone rings and you don't answer it (the "No Answer" greeting)
- when you have activated the Do Not Disturb feature (if this feature is provided on your telephone)
- when you are talking on the phone (the "Busy" greeting)

Additional features include the ability to:

- Record your name so that when you leave messages for other users, they will hear your name instead of your extension.
- Replace your personal greetings with the default greetings.

TIP: *When you create your greeting be sure to tell the caller they can dial zero (0) to reach either the automated attendant or the person you have programmed to answer "zero out" calls.*

Recording Personalized Mailbox Greetings

To record a personalized greeting:

1. Access the voice mail system.
2. Press **4** from the main voice mail menu and choose the greeting you want to record by pressing the corresponding digit key.
   - Press **1** to record the No Answer greeting.
   - Press **2** to record the Do Not Disturb greeting.
   - Press **3** to record the Busy greeting.
   - Press **4** to replace your personal greetings with the default greetings.
   - Press **5** to play your personal greetings.

- Press **#** to return to the main menu.

To record your name:

1. Access the voice mail system.
2. Press **16** for Mailbox Options.
3. Press **8** to record your name.

Listening to Your Greetings

You may want to check your personalized greetings to make sure they are still appropriate.

1. Access the voice mail system.
2. Press **4** on the main voice mail menu to reach the Greetings menu.
3. Press **5** from the greetings menu and choose the greeting you want to play by pressing the corresponding digit key.
   - Press **1** to play the No Answer greeting.
   - Press **2** to play the Do Not Disturb greeting.
   - Press **3** to play the Busy greeting.
   - Press **4** to play your name.
   - Press ***** to return to the main menu.

Receiving Pager Notification

The T6000 system provides the ability for you to be alerted on your mobile phone or pager that you have received a voice message. You must set this service up with your system administrator or via Web Portal.

Mobile devices support different types of alerts:

- Basic numeric pages accept only keypad phone digits (1-0, * and #).
- Cell phones support voice streaming.
- Some cell phone models can receive text-only e-mails.
- E-mail pagers can accept text-only e-mail messages.

You may choose to be alerted:

- Each time you receive any voice message.
- Only when you receive a message marked as urgent.

What You Receive on Your Pager/Cell Phone

Numeric - You receive the numbers you entered in the Pager Info box; when you set up the pager option with the system administrator. The number could be a code that means something to you.

Voice - when you answer the page, voice mail plays a welcome announcement followed by a request for the account password. Enter the password and listen to the normal voice mail menu options. If the voice message is marked as "Urgent", the first voice message you receive is the urgent message.

When someone leaves a voice mail message on your phone, the system immediately dials your pager or cellular phone. The system tries to reach you every five minutes, up to three times if you don't answer. If you take the call, but you don't enter digits at the prompt, the system acts like you never answered the call and continues trying to reach you as stated above. If you have caller id, your "office" phone number/name is displayed as the caller.

E-Mail -The message you receive, reads as follows:

Subject: Voice Mail from calling party

Body: the text entered by the system administrator (i.e. Please call me! I need to talk to you.)

NOTE: If the system administrator left the body text empty, you get as the body: calling party called you on "date" at "time".

Managing Distribution Groups

Voice messaging distribution groups can be created as either personal or corporate groups. Up to 20 personal groups can be created by individuals for their own use while up to 70 corporate groups can be created.

Corporate (customer) distribution lists are created by an administrator or a user with access to a customer's main number voice mail box and are available for use by all of a customer's users. By default, corporate group number 10 in each customer partition is named "Everyone", includes all mailboxes within a company and is available to all users. The "Everyone" group is updated whenever a mailbox assigned to the customer partition is added or deleted.

The following options are available when you access the distribution groups menu item:

- List all distribution groups
- Create a group
- Edit a group

- Delete a group
- Return to the main menu

Creating a New Group

1. Access the voice mail system.
2. Press **16** for Mailbox Options.
3. Press **6** for distribution groups.
4. Press **3** to create a group.
5. Enter the number of the group to be created and record the name of the group.
   - The group number must be from the allowed range and cannot already exist as a group.
   - If the voicemail account is corporate, then allowed range is 10-79.
   - If the voicemail account is personal, then the allowed range is 80-99.
6. Press **#** to confirm or ***** to cancel.
7. Enter the extension number of one of the members of the group.
8. Press **#** key.
9. Repeat steps the previous two steps until all members are added.
10. Press the **#** key again.

    TIP: *A group can be created without any members in it. Members can be added later by using the edit menu to add members. To create a group with no members, follow the previous steps with one exception. When prompted to enter members, just press the* ***#*** *key.*

NOTE: To create group (corporate or company) distribution lists, you must be in the mailbox for your company's main number.

Editing or Modifying a Group

1. Access the voice mail system.
2. Press **16** for Mailbox Options.
3. Press **6** for distribution groups.
4. Press **2** to edit a group.
5. Enter the number of the group to be edited.
6. Press a number to select an option from the edit menu:
   - List all members - press **1**
   - Add a member - press **2**
   - Delete a member - press **3**

- Play the group name - press **4**
- Change the name - press **5**
- Go back to the previous menu - press *****.

NOTE: To edit group (corporate or company) distribution lists, you must be in the mailbox for your company's main number. If the group does not exist, the user will hear "*The group number xx does not exist, Please try again.*"

Listing Members of a Group

If you pressed **1** for a list of all distribution group members, the following happens:

1. The total number of members in the group is announced.
2. The extension of each member is announced.
3. Press **#** to skip to the next entry in the list before the number being announced is finished.

Adding a Member to a Group

If you pressed **2** to add a distribution group member, do the following:

1. After the prompt, enter the extension number of the member you wish to add.
2. Press the **#** sign.
   - The extension number you entered is played back to you for confirmation.
3. Press the **#** key to add the user or ***** key to cancel.
   - If you press **#** and the member does not exist, you will hear "The member has been successfully added to this group."
   - If you press **#** and the member already exists, you will hear "The member already exists in this group, please try again."
   - If you press *****, you will be asked to reenter the extension number to add.

Deleting a Group Member

If you pressed **3** to delete a distribution group member, do the following:

1. After the prompt, enter the extension number of the member you wish to delete.
2. Press the **#** sign.
   - The extension number you entered is played back to you for confirmation.
3. Press the **#** key to delete the user or ***** key to cancel.
   - If you press **#** and the member exists, you will hear "The member has been successfully deleted from this group."

- If you press **#** and the member does not exist, you will hear “The member does not exist in this group, please try again.”
- If you press *****, you will be asked to reenter the extension number to delete.

Play the Group Name

After accessing the voice mail system, if you pressed **4** to play the name of the distribution group, the voice mail system plays the previously recorded name of this group. If there is no recording for this group, you will hear “Unknown.”

Change the Group Name

If you pressed **5** to change the name of the distribution group, do the following:

1. The voicemail system plays the prompt:

   “Please record the name for this group after the tone, when your recording is complete press the # key.”
2. Record the new name for the group.
3. Press the **#** sign.

NOTE: To change the group name of a (corporate or company) distribution list, you must be in the mailbox for your company's main number.

Deleting a Group

1. Access the voice mail system.
2. Press **16** for Mailbox Options.
3. Press **6** for distribution groups.
4. Press **4** to delete a group.
5. Enter the number of the group to be deleted.
6. Press **#** to confirm this is the correct group or * to reject the group.

   *If you entered the wrong group number and pressed *****, you will be prompted for the number of the group to delete. Enter a different group number or press * again to return to the distribution group menu.*
7. Press **#** to finish the delete or press ***** to cancel the delete process and return to the distribution group menu.

NOTE: To delete group (corporate or company) distribution lists, you must be in the mailbox for your company's main number.

Listening to a List of Distribution Groups

1. Access the voice mail system.
2. Press **16** for Mailbox Options.
3. Press **6** for distribution groups.
4. Press **1** to list all your groups.
5. Listen to the playback of your groups as follows
   - the number of groups
   - the group number
   - the group name
     - If there is no recording for the group name, you will hear “Unknown”.
     - The corporate group 10 will always be named as “Everyone”.
   - the total number of members in the group.

While reviewing the list of groups, you can skip to the next group by pressing or clicking the # button.

NOTE: To list all group (corporate or company) distribution lists, you must be in the mailbox for your company's main number.

Exiting the Voice Mail System

To exit the voice mail system, simply hang up.

Set Up Outlook for TAPI

7

This chapter explains how you can set up and use Microsoft Outlook to use TAPI to dial phone numbers using your telephone. Information includes the following:

- Using TAPI to call from Outlook
- Installing the TAPI 2.1-compliant support software
- Configuring Windows so that Outlook can use TAPI
- Configuring Outlook to use the VocalData telephone number

NOTE: Although Outlook is used as the example, this information can also be applied to other TAPI-enabled applications.

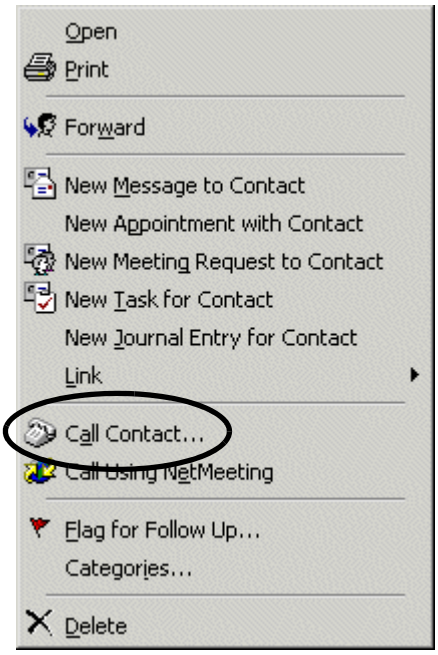
Using TAPI to Call from Outlook

Once you have configured Outlook or another TAPI-enabled program to dial using the system, you can place calls through your telephone from the application. You must be connected to the same network that your phone is connected to for TAPI-enabled dialing to work with your phone.

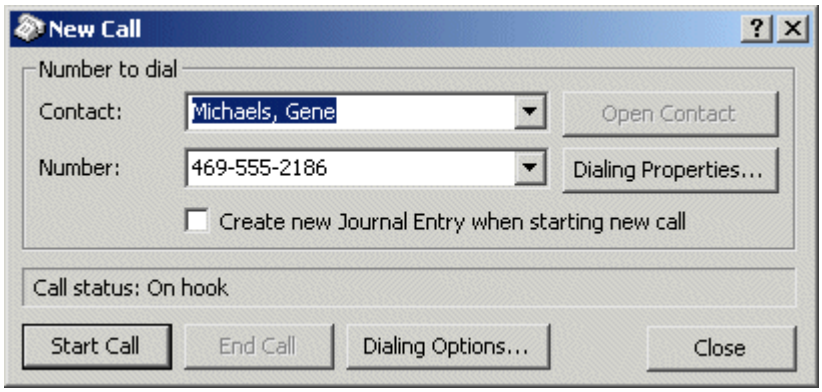
This example uses Outlook, but other TAPI-enabled programs will be similar. The application documentation or online help should have information on making calls using the TAPI functionality.

To place a call from Outlook, use the following steps:

1. Start Outlook (if not already running).
2. Click the **Contacts** icon to switch to the Contacts listing.
3. Right click on the contact you wish to call to bring up the *Actions* pop-up menu.



4. Click **Call Contact** on the menu (circled in the previous screen) to open the *New Call* dialog box.



5. Click **Start Call** to dial the telephone number displayed in the *Number* field.

NOTE: You cannot call four-digit extensions from Outlook. A complete 7- or 10-digit phone number must be used.

TIP: *Always check to be sure you have the correct number selected before starting a call. If you have multiple phone numbers entered for the person you are calling, you must use the drop-down list to select the number to call.*

6. The speaker on your telephone should be activated and you should hear ringing or a busy signal as the call is connected to the dialed number.

7. If the person you called answers, carry-on the conversation in the usual manner.

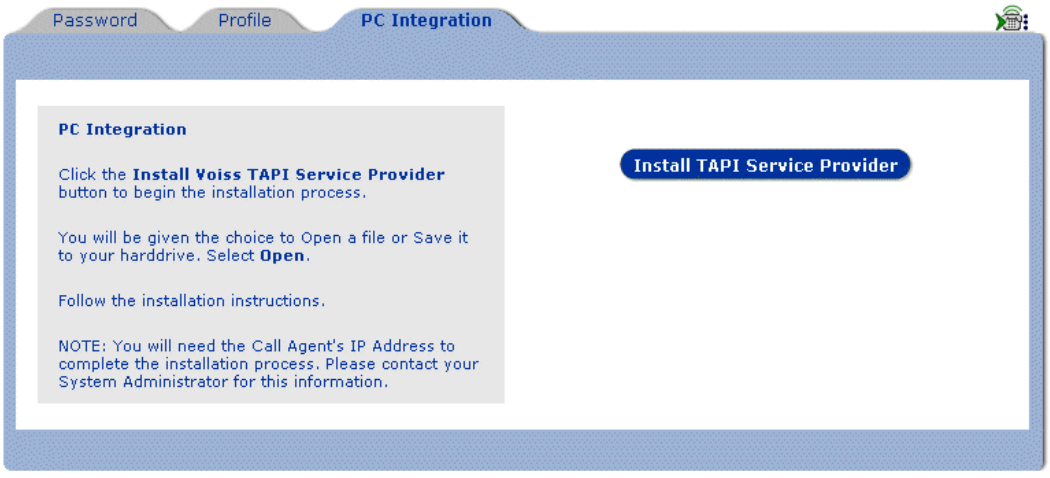
NOTE: Do NOT click the **Close** button or icon in the New Call dialog box while carrying on a conversation on the speakerphone (if available on your phone). Closing the New Call dialog box while using the speakerphone will end the call immediately. Minimize the New Call dialog box or, if you need to close the dialog box, pick up the handset. Picking up the handset moves control of the call to the physical phone from the computer under Outlook and TAPI.

8. End the call by hanging up the handset, pressing the speaker button or clicking the **Close** button or icon in the *New Call* dialog box.

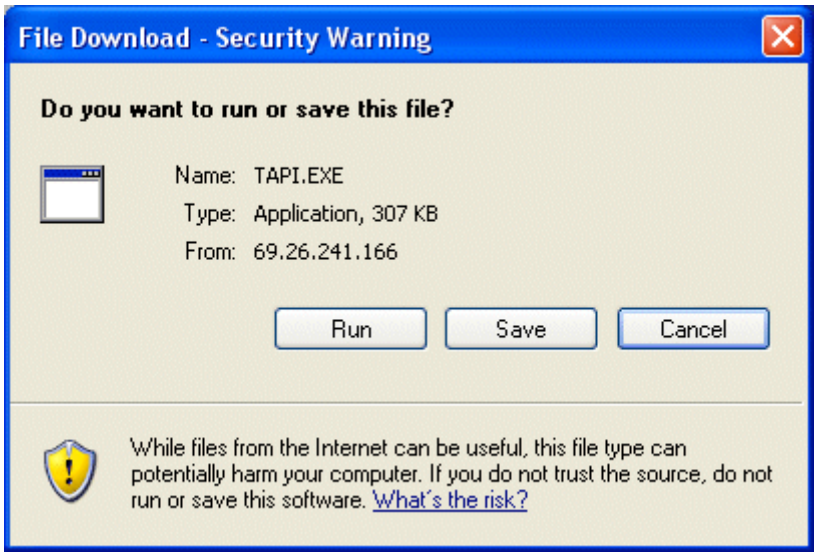
Installing the TAPI Support Software

To install and set up the TAPI 2.1-compliant software, use the following steps:

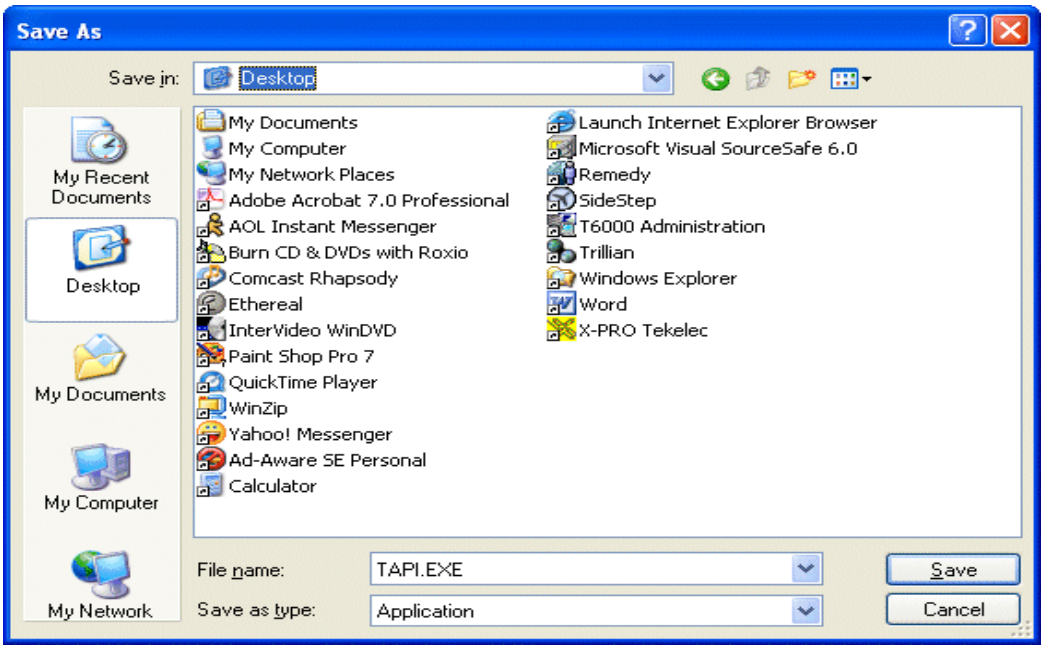
1. Start Web Portal.
2. Click the **Options** tab.
3. Click the **PC Integration** tab.
4. Click **Install TAPI Service Provider** to begin the installation process.


Password
Profile
PC Integration
PC Integration
Click the Install Voiss TAPI Service Provider button to begin the installation process.
You will be given the choice to Open a file or Save it to your harddrive. Select Open.
Follow the installation instructions.
NOTE: You will need the Call Agent's IP Address to complete the installation process. Please contact your System Administrator for this information.
Install TAPI Service Provider

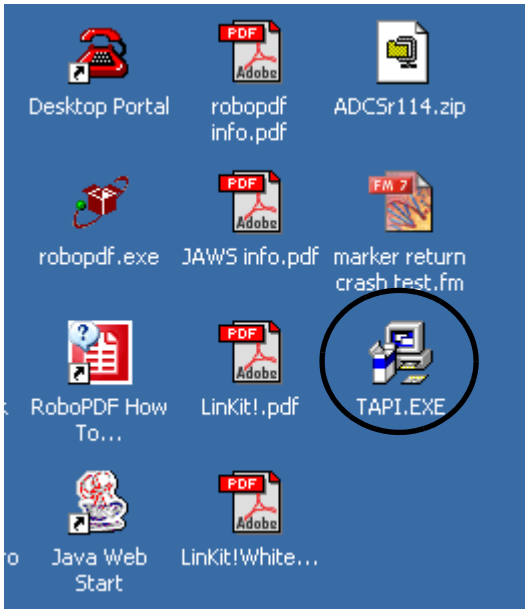
5. Depending on the PC's operating system and security settings, a security warning window may be displayed as part of the install. Select a method for the installation and click **OK**. This procedure uses the **Save this program to disk** option so that the install is available if needed again.


File Download - Security Warning
Do you want to run or save this file?
Name: TAPI.EXE
Type: Application, 307 KB
From: 69.26.241.166
Run
Save
Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?

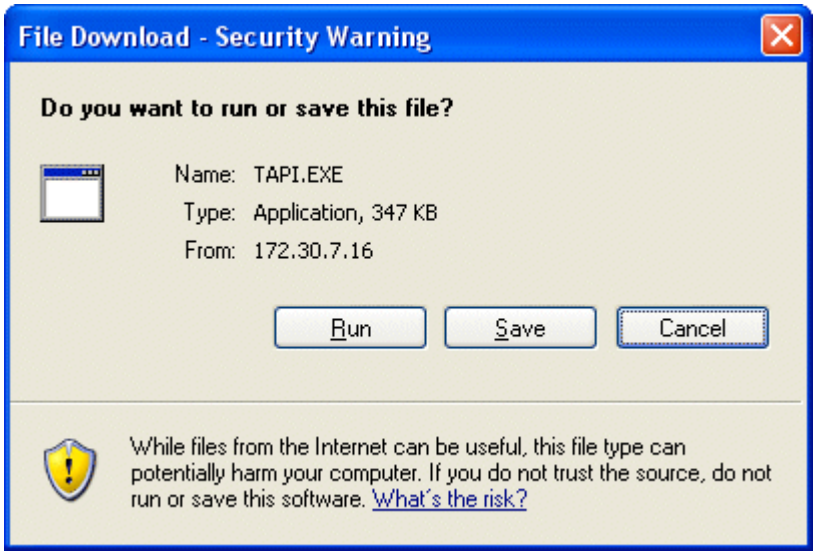
6. Choose where to save the TAPI.EXE file and click **Save**. This example saves it to the desktop so that it is easy to find.



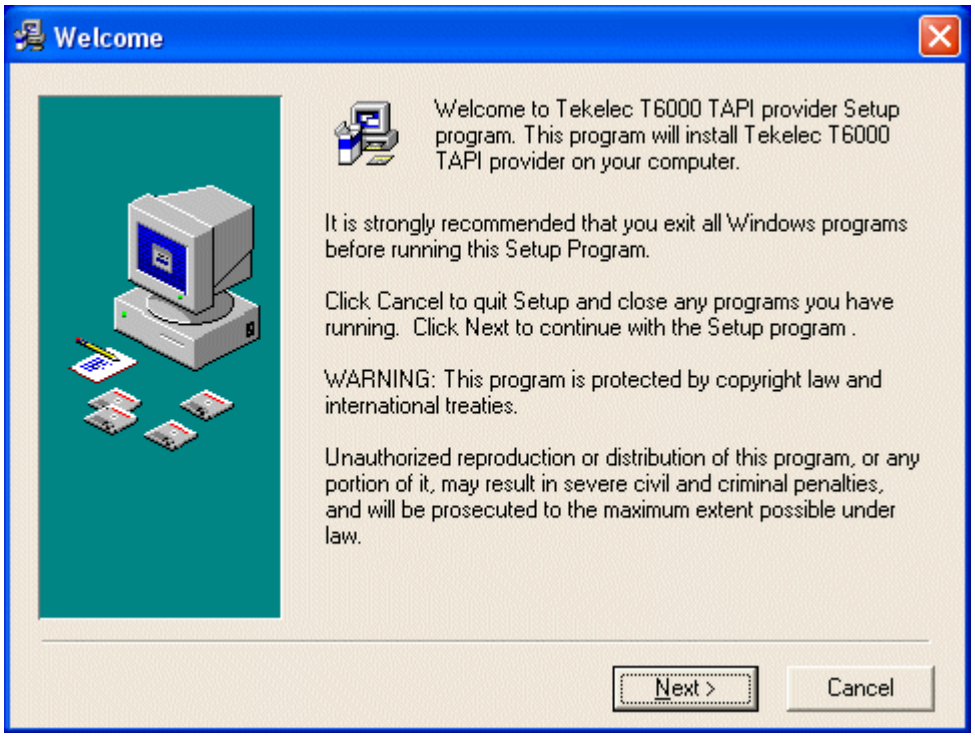
7. Find the TAPI.EXE file (shown here on the PC desktop) and double-click it to run the install program.



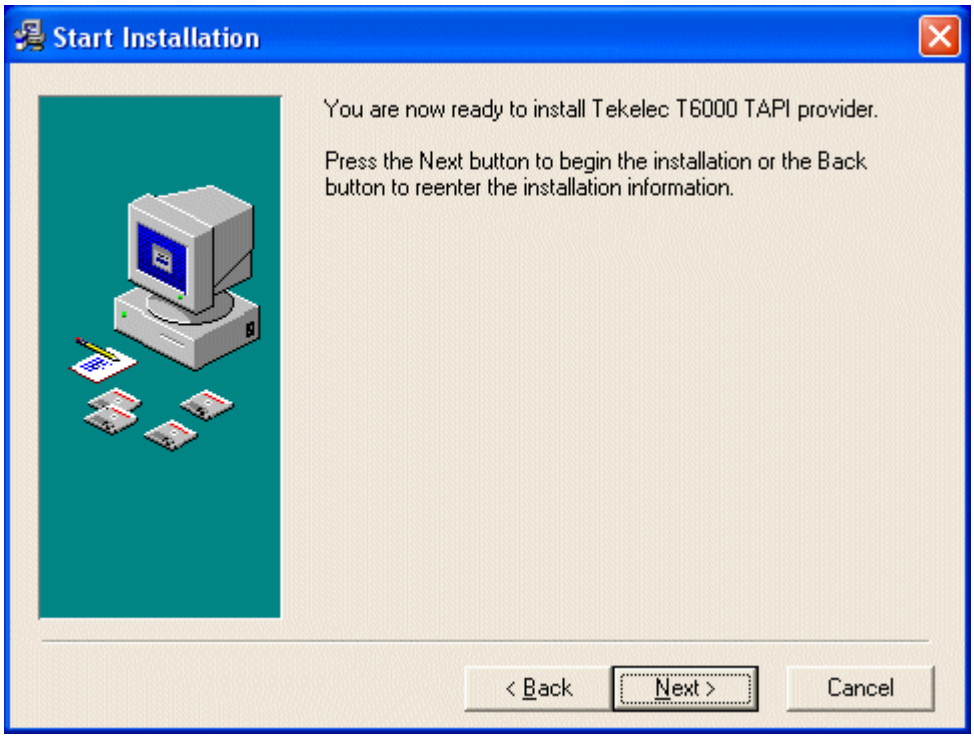
8. Depending on the PC's operating system and security settings, a security warning window may be displayed as part of the install. Click **Run** to install or **Cancel** to not install TAPI.


File Download - Security Warning
Do you want to run or save this file?
Name: TAPI.EXE
Type: Application, 347 KB
From: 172.30.7.16
Run
Save
Cancel
While files from the Internet can be useful, this file type can potentially harm your computer. If you do not trust the source, do not run or save this software. What's the risk?

9. Click **Next** in the *Welcome* dialog box to install the TAPI program.


Welcome
Welcome to Tekelec T6000 TAPI provider Setup program. This program will install Tekelec T6000 TAPI provider on your computer.
It is strongly recommended that you exit all Windows programs before running this Setup Program.
Click Cancel to quit Setup and close any programs you have running. Click Next to continue with the Setup program .
WARNING: This program is protected by copyright law and international treaties.
Unauthorized reproduction or distribution of this program, or any portion of it, may result in severe civil and criminal penalties, and will be prosecuted to the maximum extent possible under law.
Next >
Cancel

10. Click **Next** to start the installation.


Start Installation
You are now ready to install Tekelec T6000 TAPI provider.
Press the Next button to begin the installation or the Back button to reenter the installation information.
< Back
Next >
Cancel

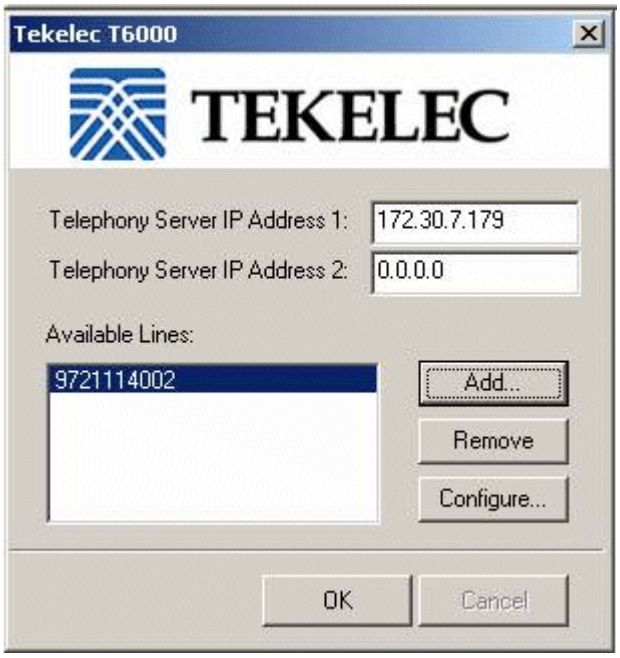
11. The *Installing* dialog box shows the progress of the installation.

NOTE: A dialog box may appear while the Installation dialog is still running. Do NOT click **Cancel** or the close icon when the dialog box appears. You will be returning to this dialog box after completing two steps.

12. When the dialog box appears while the Installing dialog box continues to run, do the following:

a. Enter the IP addresses provided by your system administrator in the *Server IP Address 1* and *2* fields.

b. Click **Add** to add your telephone number (the one that will be used with the TAPI-enabled program [such as Outlook]).



13. Enter your telephone number and password and click **OK**.

14. Click **OK** in the dialog box.
15. Click **Finish** in the Installation Complete dialog box to complete the TAPI program installation.

Configuring Windows for TAPI

For TAPI-enabled programs to be able to dial using the TAPI Service Provider, Windows must be configured correctly to be able to use the proper line, get an outside line, and dial correctly.

General Information

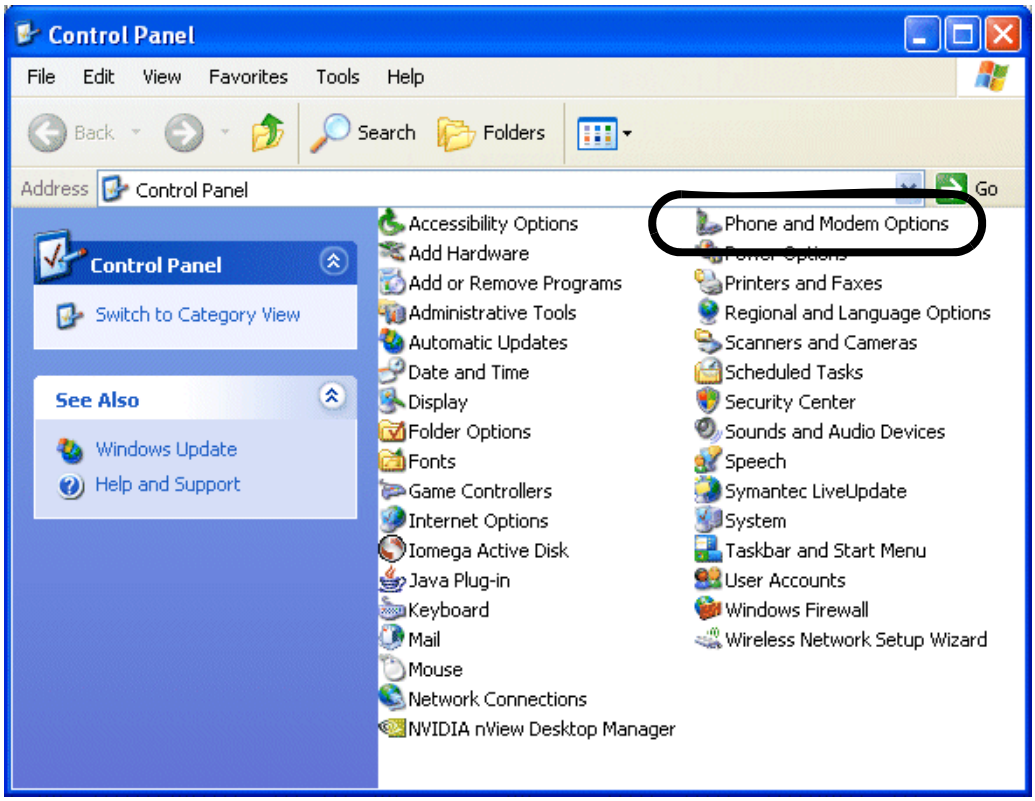
The following notes apply to all TAPI-enabled programs:

- The program must be set to use Tekelec T6000 Telephone Service Provider that must be installed on your PC.
- The access codes required for outside calls (usually 9 or 8) must be configured.
- Instructions for handling area codes and, if necessary, 10-digit dialing must be configured.

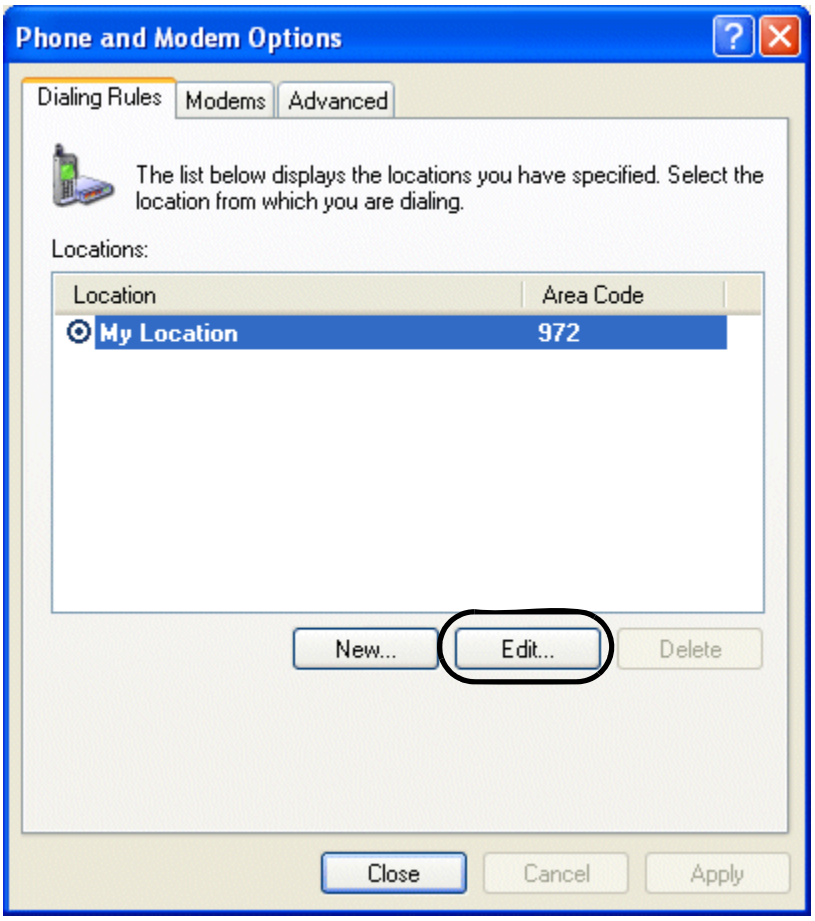
Setting Up TAPI

Use the following steps to set up TAPI 2.1-compliant Service Provider in Windows. These steps are from Windows XP. Other Windows versions should be similar.

1. Click **Start** and **Control Panel** to open the Control panel window.
2. Double click **Phone and Modem Options** (circled).



3. Click **Edit** (circled) in the *Phone and Modem Options* dialog box.

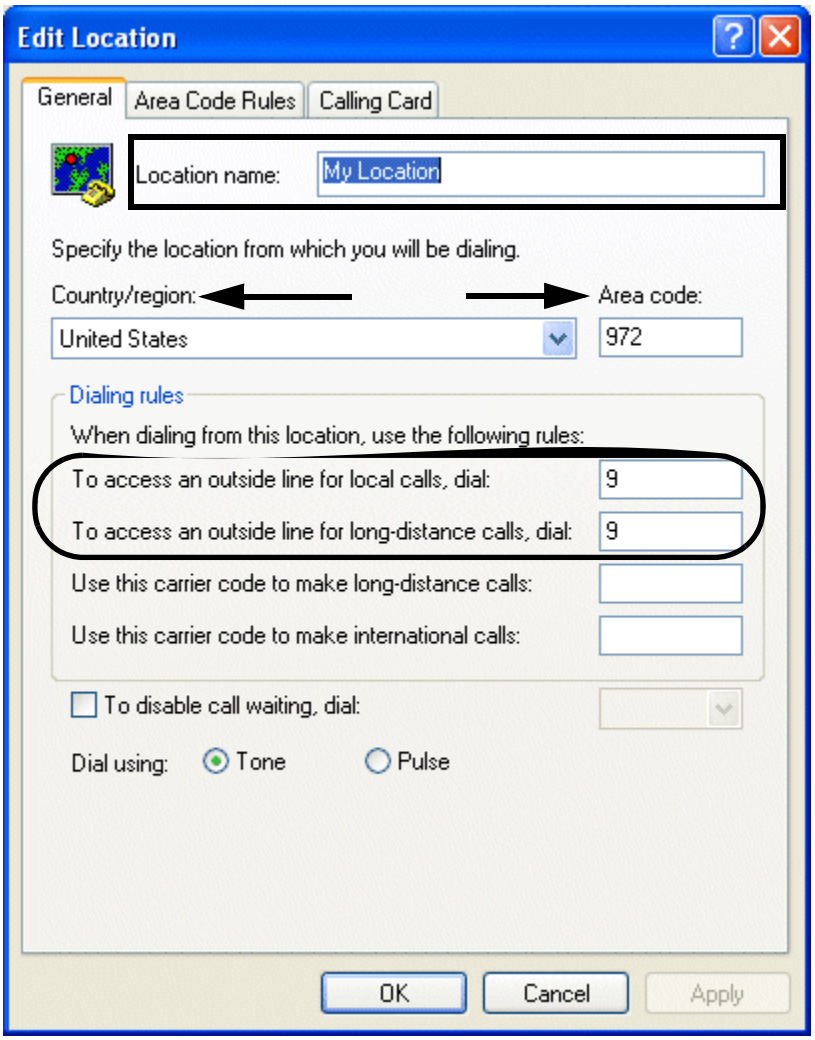


4. In the *Edit Location* dialog box, click the **General** tab (if not selected) and do the following:

   a. Enter a Location name, if desired (boxed).

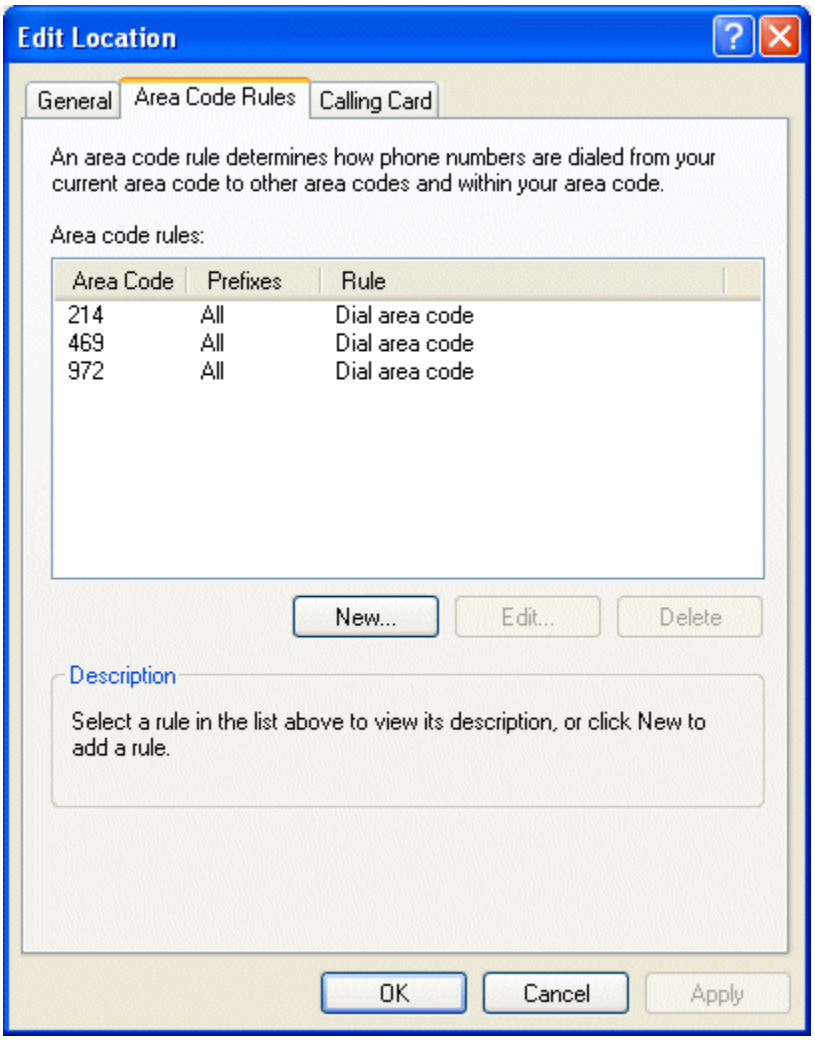
   b. Make sure the Country/Region and Area Code information match your location and area code (see arrows).

   c. Set the outside access digits in the Dialing Rules section to the digit that must be dialed to make an outside call (circled).



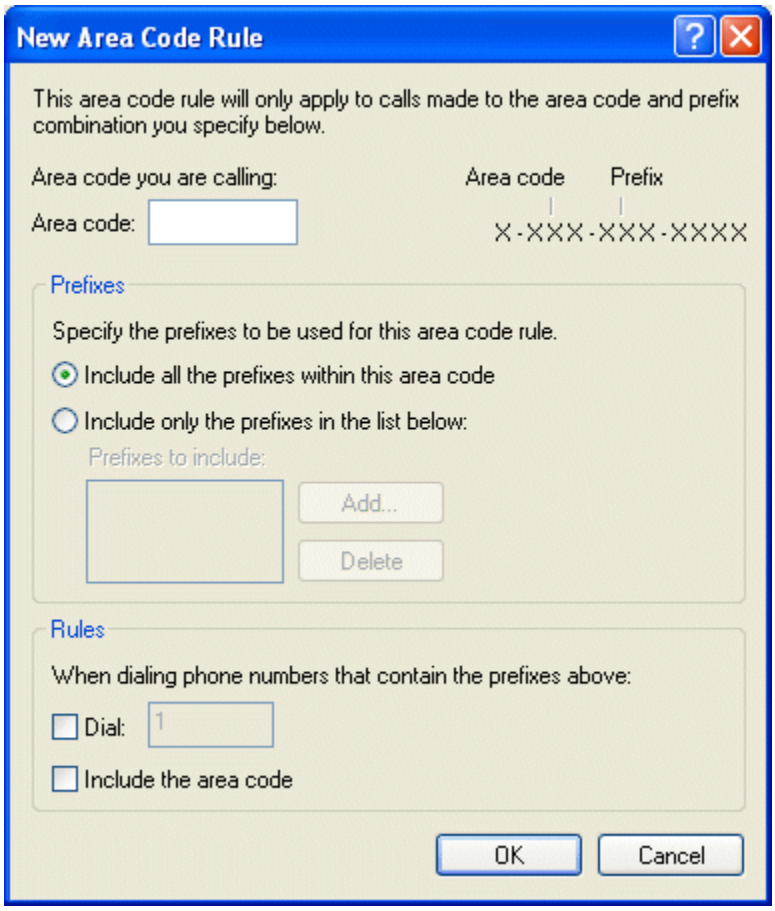
5. Click **Apply**.
6. Click the **Area Code Rules** tab and do one of the following:
   - Click **New** to add an area code to the list.
   - Highlight an existing entry and click **Edit** to make changes.

NOTE: If you have never configured Phone and Modem Options for your Windows computer, the Area Code Rules field will be empty. If you have setup Phone and Modem Options before for any device or application, the previously entered information will be displayed.



7. Enter the three-digit area code in the *Area Code* field for each area code where you have special rules that need to apply - such as dialing all 10 digits within your area code or having multiple area codes that are not long distance - by filling in the necessary information in the New/Edit Area Code Rule dialog box.

NOTE: Depending on whether you clicked New or Edit, the dialog box will say either New Area Code Rule or Edit Area Code Rule. If you clicked Edit, the area code you highlighted will be displayed in the Area Code field.


New Area Code Rule
This area code rule will only apply to calls made to the area code and prefix combination you specify below.
Area code you are calling:
Area code
Prefix
Area code:
X-XXX-XXX-XXXX
Prefixes
Specify the prefixes to be used for this area code rule.
Include all the prefixes within this area code
Include only the prefixes in the list below:
Prefixes to include:
Add...
Delete
Rules
When dialing phone numbers that contain the prefixes above:
Dial:
1
Include the area code
OK
Cancel

Example: *Residents in the Dallas area have three area codes (shown in the Edit Locations), must dial the entire 10-digit number for all calls and do not need to dial 1 before making calls to any of those three area codes. As a result, the information in the Edit Area Code Rule box for 214 is set as follows:*

- "Include all the prefixes within this area code" is selected.
- "Dial 1" is unchecked.
- "Include the area code" is checked.

8. Click **Apply** when the information is correctly set and do one of the following:

- Click **New** to add another area code to the list.
- Highlight another existing entry and click **Edit** to make changes.
- Click **Calling Card** if you use a calling card for calls, select the type of calling card you use and fill in the appropriate fields.

NOTE: If you need additional information about using Calling Card, please consult the Windows on-line help from the Start menu.

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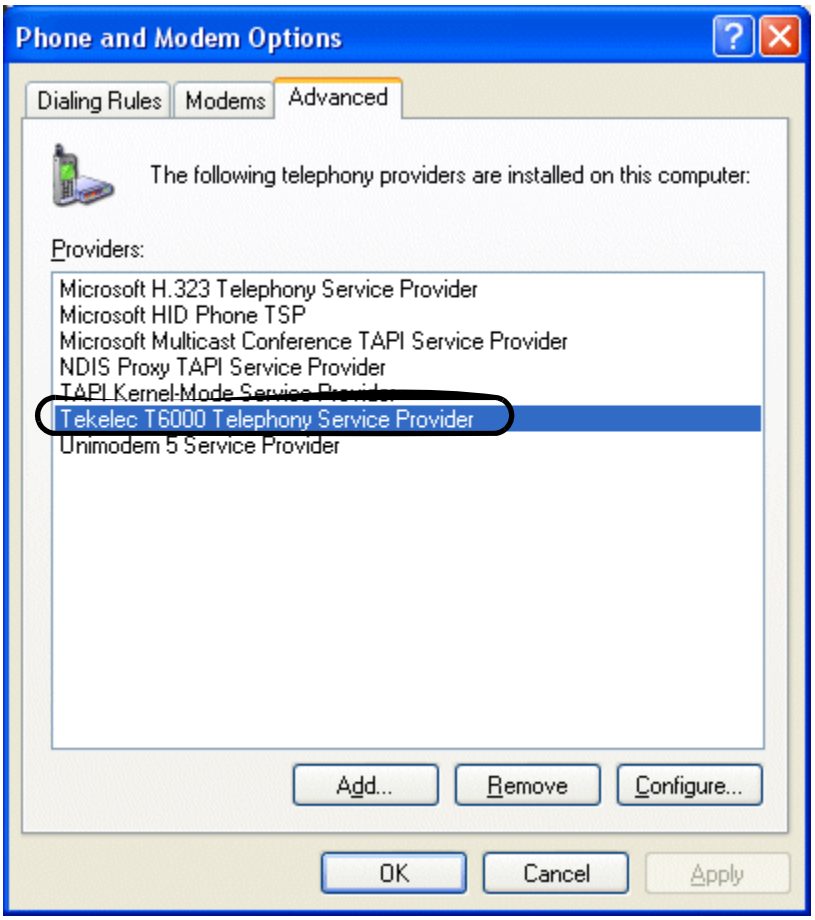
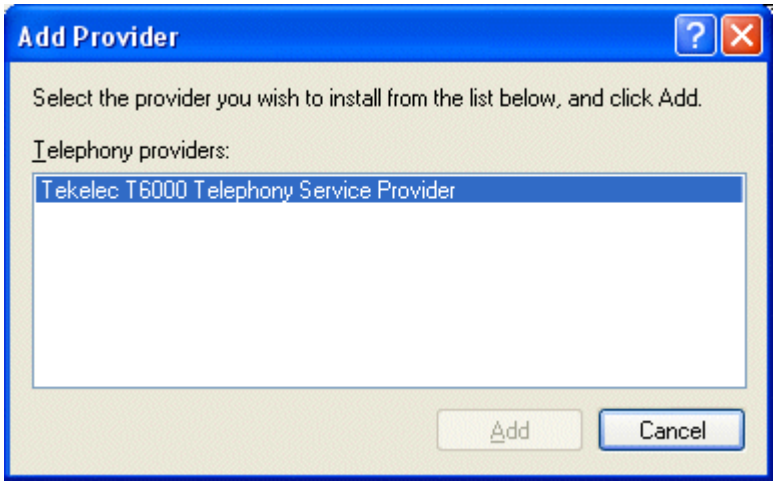
9. When you are finished entering information in the *New Location* or *Edit Location* dialog box, click **OK** to accept the dialing properties, and close the dialog box and return to the *Phone and Modem Options* dialog box.
10. Click the **Advanced** tab to see the list of available telephone providers.



11. If you completed the T6000 setup as part of the TAPI install from Web Portal you should see the Tekelec T6000 Telephony Service Provider (circled) and can skip to *"Configuring Outlook to Use TAPI".*
12. If you did not complete the T6000 setup as part of the TAPI install from Web Portal, click **Add** to open the *Add Provider* dialog box.


Add Provider
Select the provider you wish to install from the list below, and click Add.
Telephony providers:
Tekelec T6000 Telephony Service Provider
Add
Cancel

13. Select *Tekelec T6000 Telephony Service Provider* and click **Add**.
14. When the *Tekelec* dialog box appears, do the following:
    a. Enter the IP addresses provided by your system administrator in the *Server IP Address 1 and 2* fields.
    b. Click **Add** to add your telephone number (the one that will be used with the TAPI-enabled program [such as Outlook]).

15. Enter your telephone number and password and click **OK**.

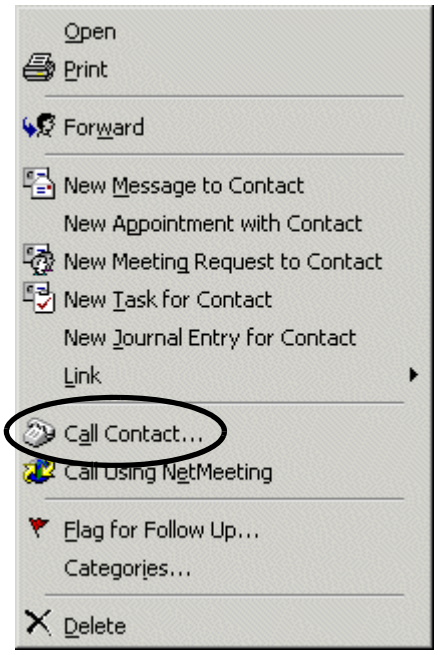
16. Click **OK** to return to the Phone and Modem Options dialog box.
17. Click **Close** in the Phone and Modem Options dialog box.

Windows is now configured to allow users to make calls from their contacts, but the TAPI-enabled program must be configured to use the line for dialing. For information on configuring the program to use the telephone line for dialing, go to *"Configuring Outlook to Use TAPI".*

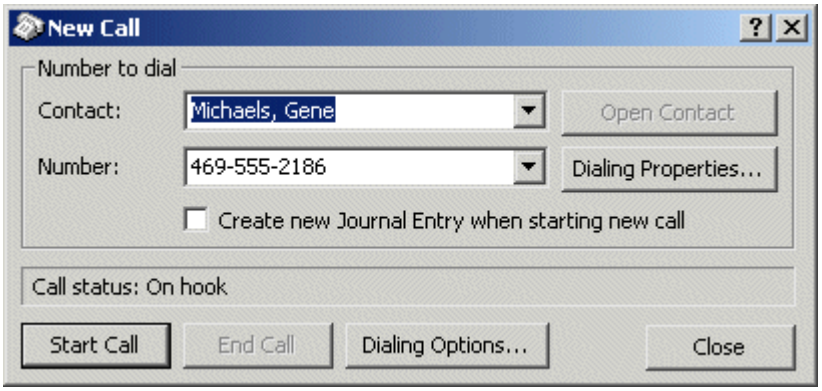
Configuring Outlook to Use TAPI

To configure Outlook or another TAPI-enabled program to dial using the system, use the following steps:

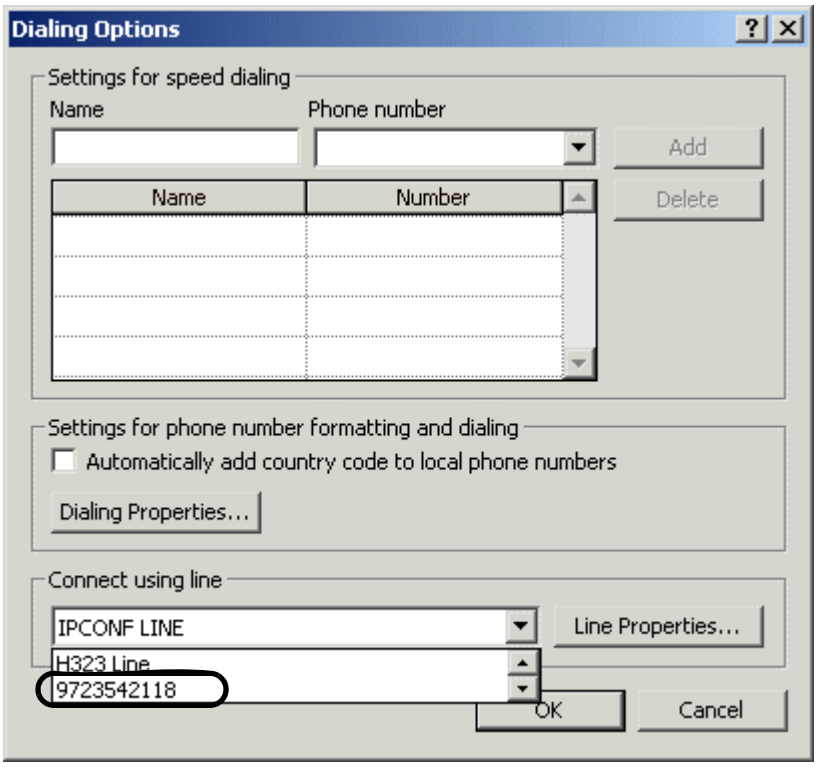
1. If not already running, start Outlook (or the TAPI-enabled application).
2. Click the Contacts icon to switch to the Contacts listing.
3. Right click any contact to bring up the Actions shortcut menu.



4. Click **Call Contact** on the menu (circled in the previous screen) to open the New Call dialog box.



5. Click **Dialing Options** to open the Dialing Options dialog box.
6. Click on the drop-down menu in the **Connect using line** field and scroll down any entries until you find your telephone number (circled).



7. Select your telephone number and click **OK** to return to the New Call dialog box.
8. You may call this contact or close the New Call dialog box.

NOTE: Outlook (or your TAPI-enabled application) is now configured to place calls using your telephone number.

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